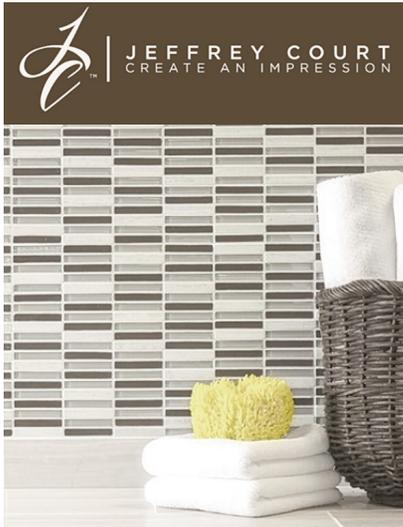


KANE Helps Tile Company, Jeffrey Court, Create National Fulfillment Network for Retail, Trade and Online Orders

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– Steve Woodward
Jeffrey Court General Manager



Situation

Founded in 1991, Jeffrey Court designs and markets decorative tiles for offices and homes. Products are sold through a large national retailer and to the architectural and design community through specialty distributors. Rapid sales growth led the company to expand distribution beyond its company-operated California distribution center (DC) to better service customers in the eastern and central parts of the country. Kane Is Able was chosen to operate new locations in Allentown, PA and Atlanta, GA and to handle truckload shipments to the regional DCs of the company’s main retail customer.

Strategy

According to Jeffrey Court General Manager, Steve Woodward, the key benefit of the new KANE-operated solution is faster distribution cycle time. Keys to success include:

Omni-channel fulfillment from single inventory pool

KANE handles both retail and eCommerce orders from the same DC. Online orders must

be processed within a day. According to Woodward, “Many 3PL providers can handle the bulk business, but pick and pack can be dicey, especially for our products, which need to be packed carefully to avoid breakage. It’s a real plus to have a single provider for B2B and B2C fulfillment.”

Flexible response to last-minute requests

KANE marshals the needed manpower to quickly respond to any sales-related request. This is critical since rapid product distribution may mean the difference between getting, or losing, a big sales order. KANE distributes to regional DCs, which in turn replenish over 500 stores, so large, rush projects could require as many as 100 truckloads with a 2-day notice.

Responsive customer service

Jeffrey Court appreciates KANE’s ability to respond very quickly to email and phone requests. Says Woodward, “For an important rush order, if we don’t hear back quickly from the DC, we will have to figure out another solution. That eats up time and deflects our focus. KANE people understand this and respond with appropriate urgency.”

Results

KANE has supported the rapid growth of Jeffrey Court’s retail and online businesses, helping the company to scale its distribution infrastructure to match growth. Best of all, KANE has helped the company shrink its cash cycle, going from 72 hours to a 24 hour order-to-invoice cycle. “That’s a win-win,” says Woodward. “Retailers get the product faster and we get the inventory off our books.”

Kane Is Able is a third-party logistics provider that helps manufacturers and their retail partners warehouse and distribute goods throughout the U.S.