

CASE STUDY

KSP FULFILLMENT

Industry: Third-Party Logistics

Headquarters: Brooklyn Park, MN

Solution: Softeon WMS



OVERVIEW

As a multi-tenant 3PL with deep expertise in kitting and assembly, KSP offers a broad range of value-added services, including retail-ready kitting, assembly, and direct-to-consumer fulfillment. To better serve its diverse client base and regain control of its internal operations, KSP implemented Softeon WMS. The solution has empowered KSP to optimize processes within its four walls, enhancing accuracy, visibility, and service delivery across all lines of business.

BUSINESS CHALLENGE

Before implementing Softeon WMS, KSP Fulfillment faced several operational roadblocks across warehouse processes.



Inventory
Inaccuracy



Inefficient Resource
Allocation



Poor Product
Placement



Productivity
Bottlenecks

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CASE STUDY
VIDEO**



SOFTEON SOLUTION

KSP Fulfillment improved warehouse workflows through flexibility, visibility, and faster onboarding, supported by Softeon WMS.



FLEXIBLE INTEGRATION

The system's ability to accept orders through multiple platforms, including APIs and direct ERP connections, allowed KSP to adapt to a wide range of customer needs.



SMOOTHER OPERATIONS

With Softeon, KSP's operations team runs more smoothly. Staff can quickly check inventory during the receiving process, accelerate speed to market, and ensure product availability for end customers.



RELIABLE TASK MANAGEMENT

They don't have to guess. They can utilize the system and its capabilities to do replenishments and putaways. They can trust exactly what they're supposed to do.



TRUSTED TECHNOLOGY PARTNERSHIP

KSP considers itself a leader in the technology space and credits that to its partnership with Softeon.



Softeon stood out as the frontrunner. They help us within our own four walls, and that's what it takes to be an efficient 3PL – to control your own space.



Mike Geiger
Vice President,
KSP Fulfillment Services



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RESULTS



Increased inventory accuracy



Improved operational control and visibility



Faster client onboarding and order fulfillment



Elevated customer satisfaction and trust through transparency



Recognition as a tech-forward 3PL due to robust WMS capabilities

CONCLUSION

Softeon has played a pivotal role in helping KSP optimize its operations and lead with technology. By gaining control over internal processes and delivering meaningful visibility to clients, KSP is now better equipped to meet customer expectations, onboard new business efficiently, and continue growing as a modern, agile 3PL.

