



IFS Softeon

Case Study - Flex Logistics

Industry: Third-Party Logistics
Headquarters: Jamesburg, New Jersey
Solution: Softeon WMS



Overview

Flex Logistics is a 3PL provider offering full-service warehousing, transportation, and fulfillment solutions. With over 1.8 million square feet of FDA-registered, food-grade space, Flex Logistics specializes in consumer-packaged goods, food and beverage, and temperature-sensitive inventory. Their integrated services, including cross-docking, pick and pack, value-added packaging, and transportation management, enable faster delivery and reduced logistics costs. Flex Logistics selected Softeon Warehouse Management System to enhance inventory accuracy, strengthen lot control, and provide customers with real-time visibility.

“ The biggest benefit for Softeon versus any other WMS is the interface. It is incredibly easy and user-friendly to. It’s very modern and intuitive.”







Jacob Karr
Vice President of Operations



Business Challenge

Before Softeon, Flex Logistics relied on manual spreadsheets and outdated systems to manage inventory and lot codes. These outdated processes were slow, error-prone, and required constant

-  Inventory Inaccuracy
-  Error-Prone Manual Tracking
-  Time-Consuming Recounts
-  Slower Customer Onboarding



Watch Case Study Video



Softeon Solution

Softeon replaced Flex Logistics's manual workflows with a real-time, automated WMS. The system delivers end-to-end lot traceability in minutes, accelerates onboarding, and streamlines outbound operations. With integrated automation and value-added service capabilities, Flex Logistics now responds faster to customer needs while improving ROI and speed-to-market.



Real-Time Traceability

Automated workflows track every lot number instantly, replacing hours of manual work with visibility in minutes.



Faster Onboarding

A modern, intuitive interface lets Flex Logistics onboard clients nearly instantly, going live as soon as customer data is received.



Boosted Productivity

Voice and wave picking technologies have streamlined outbound operations, increasing throughput and cutting training time.



Error Prevention

EDI integration and automated clerical tools detect issues early, preventing costly mistakes and improving customer satisfaction.



Value-Added Flexibility

From kitting and shrink wrapping to re-labeling and reverse logistics, Softeon enables Flex Logistics to expand services, lower costs, and speed

Results



Ability to rapidly onboard new customers



Improved information accuracy throughout the supply chain



On-demand WMS solution by location gives each branch rapid ability to scale and lowers IT costs



Inventory accuracy, cycle count benefits, kitting, assembly builds and lot controls are all at company highs.



Softeon voice pick technology and wave picking have provided significant improvement in productivity and accuracy

Conclusion

With Softeon, Flex Logistics has significantly improved accuracy, agility, and operational efficiency, enhancing their ability to meet the evolving demands of clients across food, cosmetics, and consumer goods industries.

