



IFS Softeon

Case Study - Saddle Creek

Industry: Third-Party Logistics
Headquarters: Lakeland, Florida
Solution: Softeon WMS



Overview

As one of the nation's leading third-party logistics (3PL) providers, Saddle Creek Logistics Services supports a diverse customer base spanning industries from consumer goods and retail to technology and food and beverage. To deliver the flexibility, visibility, and scalability required by today's supply chains, Saddle Creek has partnered with IFS Softeon for more than a decade.

Together, the organizations have built a technology foundation that enables rapid customer onboarding, end-to-end transparency, and the agility needed to support evolving fulfillment requirements across wholesale, retail, and e-commerce operations.

“Softeon has been an absolute key to be on top of retail compliance, leading with robotics, leading with integrated solutions, and ensuring everything communicates fully end-to-end.”



RJ Elvester
Director of Systems



Business Challenge

Saddle Creek serves a wide range of customers, each with unique operational requirements, compliance standards, and fulfillment workflows.

The company needed a warehouse management solution capable of:

-  Ability to rapidly onboard new customers
-  Providing real-time visibility and transparency to clients
-  Enabling rapid startup and onboarding of new operations
-  Maintaining retail compliance and operational accuracy
-  Scaling alongside customer growth and evolving business needs
-  Integrating with emerging technologies, automation, and robotics

As a technology-forward 3PL, Saddle Creek required more than a traditional WMS. It needed a platform and partner that could evolve with its business and help drive long-term innovation.

Watch Case Study Video



Softeon Solution

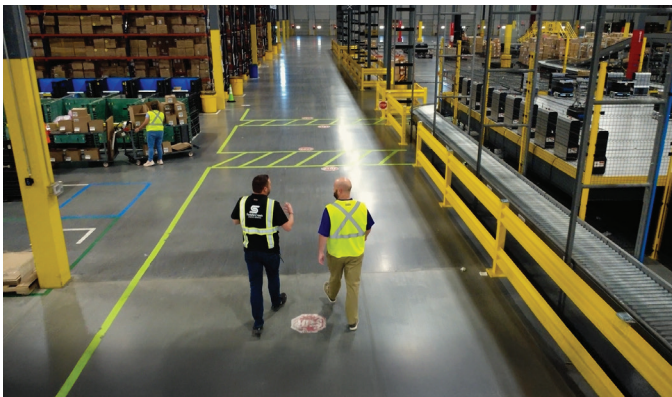
Over the course of an 11-year partnership, Saddle Creek and IFS Softeon have collaborated to build solutions that address both current operational challenges and future strategic goals.

Leveraging the configurable nature of IFS Softeon Warehouse Management System, Saddle Creek can tailor workflows, controls, and processes to meet the unique needs of individual customers without extensive custom development.

Key capabilities include:

- Extensive self-service configurability
- End-to-end inventory traceability
- Real-time operational visibility
- Flexible workflow and compliance controls
- Seamless support for omnichannel fulfillment
- Integration with automation and robotics technologies

The partnership extends beyond software implementation. Through ongoing collaboration, Saddle Creek and IFS Softeon work together to identify future technology opportunities and develop solutions that support long-term growth.



Results



Faster customer onboarding



Greater flexibility across diverse operations



Real-time visibility and transparency



Improved accuracy and compliance



A technology partnership built for the future

“We're able to leverage the technology and the configurable nature of Softeon to be able to pivot as needed based on individual client needs.”

RJ Elvester

Director of Systems, Saddle Creek

Conclusion

For more than 11 years, Saddle Creek and IFS Softeon have worked together to create a technology foundation that supports growth, innovation, and exceptional customer service. By combining Saddle Creek's operational expertise with IFS Softeon's configurable warehouse management capabilities, the partnership enables rapid onboarding, real-time visibility, and the flexibility needed to support a diverse customer base.

Saddle Creek remains well-positioned to meet changing customer requirements with scalable technology, collaborative innovation, and a shared commitment to delivering the right solution for every business.

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