FULFILLMENT STRATEGIES INTERNATIONAL MAINTAINS 99% ACCURACY WITH INORDER.

One of the biggest challenges Fulfillment Strategies International faces is the rise and fall of warehouse order volumes. It's not uncommon for the Georgia-based company to see a spike in orders that reaches 4,000 or more units in one day. When this happens, managers and employees know they must accurately pick, pack and ship hundreds of different products – all while maintaining the company's goal of a 99.9% accuracy rate. To continually meet this goal, FSI relies on Morse Data's InOrder enterprise management software.

FSI originally used a legacy file-based system, but due to growth, began searching for an Enterprise Resource Planning (ERP) system. The company looked at various ERP systems ranging from OrderMotion to ProMail. After narrowing options to fit their price range, the final decision came down to several factors. One, the solution had to be SQL-based. Two, the system had to be expandable, meaning the ERP vendor had to be willing to make enhance-ments. And three, the system had to work the way FSI did business – including the ability to provide FSI's clients real-time, Web-based reporting. FSI ultimately chose Morse Data's InOrder.

"Since our initial purchase, Morse Data has developed custom project plans that have effectively tailored InOrder to our business," says FSI's Vice President and General Manager Forrest Marbutt. "It's also clear that Morse Data puts serious resources into continually updating the software. For example, the company recently upgraded InOrder to support PCI compliance – which is very important to us since our clients rely so heavily on e-commerce."

FSI relies on InOrder's barcoding technology to manage over 25,000 SKUs in its warehouse. "We're able to keep track of thousands of transactions and supply packing slips and other items with our clients' branding," says Marbutt. "Most important, we do all of this without having to log in and out to see each client's account. We simply switch between accounts right inside of the soft-ware." FSI's customer service team uses InOrder's API to import orders from a number of FSI's shopping carts, including those not directly powered by InOrder – which frees the team from the tedious task of importing new orders.

With its single database and real-time reporting, InOrder helps FSI stay on top of inventory, tracking, shipping and billing – making the software a perfect part-ner for the fulfillment solutions company.

InOrder's complete end-to-end solution has a wealth of options that support continued growth.

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