

CASE STUDY

VERTE ATTRACTS BUSINESS WITH THE RIGHT TOOLS



VERTE HAD INVESTED IN GOODS-TO-PERSON AUTOMATION; WHAT THE 3PL HADN'T BARGAINED FOR WAS AN UNRELIABLE SYSTEM PLAGUED WITH SYSTEM DOWNTIME, LEADING TO MISSED SLAs AND UNFULFILLED CONTRACTS.

Verte is an AI, cloud-based supply chain platform provider. Their warehouses and technologies help multichannel retailers boost performance and reduce cost. Verte provides a single dashboard that empowers brands' back end systems to keep up with front end digital capabilities.

Seeking to grow their business by providing a top-of-the line fulfillment service to their e-commerce customers, Verte invested in a goods-to-person robotic solution. However, struggling with reliability issues, the 3PL wasn't able to leverage the technology to acquire and retain customers. Verte wanted to find a robotics partner that could holistically complement their technology to reliably deliver on SLAs and support their growth.



A QUICK, EASY AND SAFE DEPLOYMENT

“6 River Systems’ design proved to be easy to implement with low infrastructure, high visibility and less than a dollar per unit shipped,” said Bob Klunk, COO at Verte. The initial site deployment, occurring in the late summer and early fall of 2020, was executed almost entirely remote due to COVID-19. “Even in the pandemic, 6RS was fast and adaptable,” said Klunk. “They were only on-site for 4 days.”

“6 River Systems’ autonomous mobile robots, Chucks, dramatically reduced picking errors and increased customer satisfaction for the brands and retailers in our national warehouse network. They ensure Verte’s customers have a unified and seamless commerce customer journey through every step of the fulfillment process.”

Padhu Raman, Chief Product Officer, Verte



THE RESULTS

Since deploying 6 River Systems, Verte has had zero missed SLAs and 100% order accuracy. Now, Verte is back to prospecting, continuing to grow and attracting and retaining customers.

VERTE AT A GLANCE

CHALLENGES:

- Unreliable technology
- Lack of support from service providers
- Unable to meet business goals and customer expectations

SOLUTION:

- 24 Chucks
- Doubled fleet size and pick floor footprint in 2020, 4x in 2021

RESULTS:

- Added 10 new clients
- 99.95% system uptime
- 86% pick rate improvement
- Drastic reduction in cost per unit shipped

