

# INDUSTRY: FOOD & BEVERAGE

# CASE STUDY: GROUNDS & HOUNDS



- CUSTOM FULFILLMENT
- KITTING AND ASSEMBLY
- MULTI-CHANNEL DISTRIBUTION
- REVERSE LOGISTICS



## CHALLENGES

Grounds and Hounds is an online coffee retailer that donates sales proceeds to dog rescue organizations. The challenge with online coffee retail is running lean enough to ensure the coffee stays fresh, requiring a fulfillment partner to provide real time inventory reporting, fast receiving turnaround, pro-active backorder management, and multi-channel distribution to both consumers and retailers. Plus, orders triple during the holidays.

## SOLUTIONS

A pick/pack/ship station was set up in Skybridge Americas' 175,000 square foot warehouse. Orders are processed daily through a direct integration with the Grounds and Hounds Shopify store. New inventory is processed within 24 hours, and returns are processed daily and reported back to Grounds and Hounds as they arrive.

Grounds and Hounds was given access to the Skybridge Americas customer portal that allows them to see real-time inventory, inventory item history, orders, and key performance indicators. The portal also allows Grounds and Hounds to make order changes on the fly based on inventory availability, and to place retail orders directly on the site.

Skybridge Americas provided Grounds and Hounds with a dedicated account manager to serve as their logistics arm while also providing an extension of their administration capabilities.

## THE RESULTS

The partnership has allowed Grounds and Hounds to focus on selling and building its brand, leaving fulfillment and logistics to a dedicated team of warehouse and client services staff. Seasonal orders are managed using strategic staffing scaling methods, ensuring service levels are met during the busy peaks.

**20% of all Grounds & Hounds proceeds are donated to rescue partners working to make the second-chance mission a reality.**

*Skybridge Americas specializes in fulfillment services for the food and beverage industry and currently has a significant portfolio of national clients using Skybridge Americas pick and pack, kitting, multi-channel, and reverse logistics services.*

