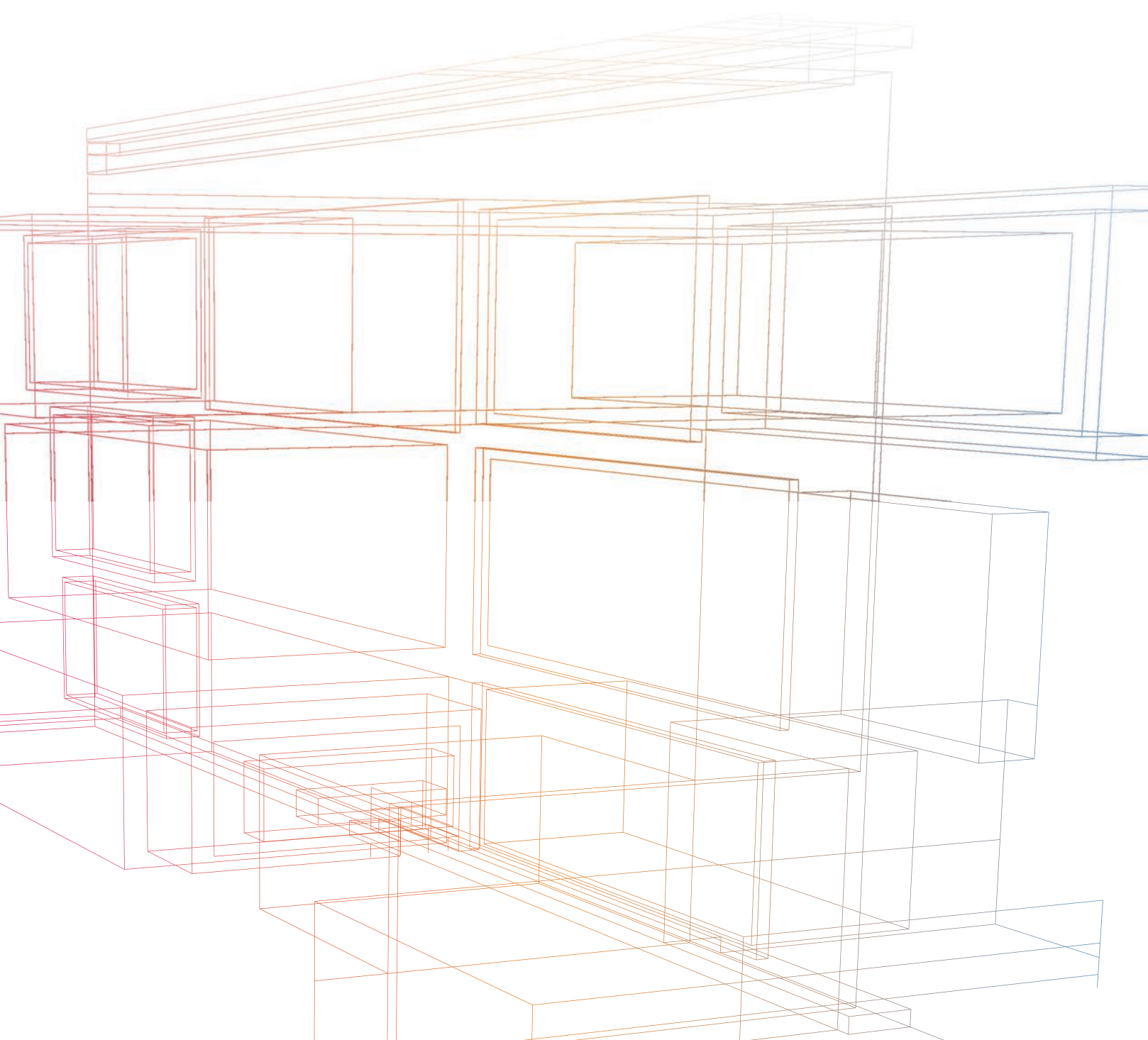




MULTICHANNEL
SOLUTIONS

INTEGRATED INNOVATED INSPIRED





Hallmark Consumer Services is an Ecommerce Fulfilment Solutions Company. A family run business, established in 1992 they work with well established brands in the retail and leisure sectors. Experts in reliability and efficiency, Hallmark allow retailers to outsource the complete warehouse, distribution, and customer service needs.

Hallmark required a sophisticated warehouse operating system that had the capability to deal with multiple clients across multiple channels simultaneously, yet flexible enough to deal with various local and international shipping couriers, and support multiple currencies. Hallmark was also in need of a system intelligent enough to deal with large volumes of orders concurrently.

The solution: MNP's Warehouse Management Software (WMS) implemented in 2003

MNP's WMSActive, coupled with handheld barcode scanning devices for picking, barcoded pack confirmation, real time inventory allocation, stock locations for batch and bulk storage, scheduled cycle counts, sensitive task run management, and intelligent KPI reporting gave Hallmark the capacity to deal with multiple client orders at the same time. The system also improved efficiency, reduced inventory stagnation, streamlined resources and accuracy whilst maintaining excellent standards of customer service.



Key Benefits of WMSActive 3PL

- »»» Reduced inventory holding and systems costs.
- »»» Enhanced customer service.
- »»» Better availability.
- »»» Technology to expertly manage your customer's merchandise.
- »»» Actionable insights and easy to use system.
- »»» Put-aways are more efficient through use of handheld barcode scanners.
- »»» Enables orders to be batched up and collated for release based on priorities and customer demands.

What our users think of WMSActive 3PL

A conservative estimate is that we have reduced our total costs by 5-6 per cent. More importantly, we have an IT infrastructure which is proving to be very powerful in attracting new clients.

Chris Hall, Founder and Chairman, Hallmark Consumer Services.

MNP's software has grown as we've grown from humble beginnings. MNP have been with us from the start of our journey and have progressively developed their systems in line with our clients and their customers' needs and expectations.

Phillip Hall, Managing Director, Hallmark Consumer Services.