

R&S Logistics scales warehouse operations with Infor WMS

Cloud-based modernization drives efficiency, accuracy, and growth across 14 facilities



Overview

R&S Logistics is a third-party logistics (3PL) provider operating 14 warehouse facilities across the United States. Years ago, R&S made the decision to implement Infor Warehouse Management System (WMS) and migrate to the cloud—a move that transformed its warehouse operations. The company left behind paper-based, error-prone processes in favor of a fully digitized solution built for industry fit, supporting both simple pallet-in/pallet-out customers and complex pick-and-pack operations.



Challenge

R&S needed a scalable, cloud-based WMS to de-risk its operations and replace a legacy on-premises system that couldn't support complex pick-and-pack operations, real-time inventory visibility, or the company's rapid growth.



Infor solution

Infor implemented WMS, a solution designed for distribution industry fit, including built-in 3PL billing, labor management, extensible business rules (EBRs), and radio frequency (RF) scanner workflows. The team also worked with S3 as an implementation partner to manage the cloud modernization.



Outcome

R&S now operates with 99.8% inventory accuracy and a 15% reduction in labor requirements, with order throughput increasing significantly across its 14 facilities—delivering near-perfect accuracy and dramatically improved efficiency at scale.



Challenge



Growing fast with a system that couldn't keep up

R&S Logistics nearly doubled its number of facilities in just a few years, putting significant strain on its legacy system, which was not built to scale with that pace of growth. Warehouse operations ran entirely on paper—pickers worked from printed sheets with no way to track who picked what, when, or from where. Inventory errors were frequent, with staff spending up to an hour after each shift searching the aisles for products marked as picked but missing from storage.

The company had no reliable path to serve pick-and-pack customers. The system lacked the functionality required to manage both inner packing and case-level picking needs in a viable, straightforward way. Real-time KPI dashboards and live inventory data were simply not available, making it difficult for leadership to make informed operational decisions.

R&S conducted an extensive search, evaluating over 65 WMS providers before ultimately selecting Infor™ for its unique solution built for the needs of growing distributors at a price point that beat alternatives. That decision has defined the trajectory of the business ever since.

Infor solution



A cloud-native WMS built for flexibility and scale

Years ago, Infor partnered with S3 to lead R&S's modernization journey, migrating from an on-premises system to Infor WMS in the cloud. While R&S was not initially focused on a cloud migration, the advantages became clear during the evaluation—and that insight has paid off ever since. Moving to the cloud meant continuous access to the latest functionality, automatic updates without painful upgrade cycles, and the scalability to grow without outgrowing the system. Unlike competing platforms that charge separately for billing and labor management as add-on modules, Infor WMS includes those capabilities in the core code, allowing R&S to get more out of the box for less and avoid add-on processes that amplify risk.

For businesses migrating from legacy systems, the concern of losing custom-built processes is real. Infor helped de-risk the migration through Extensible Business Rules (EBRs), allowing R&S to replicate and refine existing workflows within the cloud without direct database access. R&S currently runs between 7 and 10 active EBRs, with more in development.

Infor WMS introduced RF scanner-based workflows across all warehouse facilities, replacing paper-based picking with a fully digital, trackable process that increased speed, accuracy, visibility, and worker confidence. This was especially critical for R&S's pick-and-pack operations, where the system guides warehouse staff with precision through each step of case-level picking, eliminating guesswork, reducing errors, and creating a fully auditable trail by user, location, and timestamp. As Infor WMS absorbed that operational burden, R&S gained the bandwidth to grow talent into systems and functions that hadn't previously been possible.

Natively built on Amazon Web Services® (AWS®), Infor WMS provides the reliability and uptime that warehouse floor operations demand—a strategic advantage for a 3PL operating across 14 facilities.

Outcome

Efficiency realized. Accuracy achieved. Growth enabled.



Warehouse efficiency transformed

Before Infor, getting 20 to 30 shipments out the door on time was a challenge. Paper-based workflows meant that what now takes minutes once took hours. Today, pickers complete 10 to 20 orders in under 10 minutes using RF scanners and systematic workflows.

Volume increased while labor requirements went down—a 15% reduction overall. R&S completed tasks so quickly that it mistook its own efficiency for a slowdown until the data proved otherwise.

Real-time visibility into the exact location of every item at any point in the process has eliminated guesswork. The hours once lost each day to end-of-shift aisle walks searching for missing products have been fully recouped. Order throughput has increased significantly across all 14 facilities, with higher volumes moving through the warehouse faster and with less labor required.



Near-perfect inventory accuracy

R&S now operates at 99.8% inventory accuracy across its facilities—a standard that extends to its customers, with one achieving 99.9% accuracy after migrating onto R&S's Infor-powered system. This level of accuracy was strong enough that inventory management no longer required a dedicated role, allowing its team to redirect talent toward more strategic work.

R&S can now confidently onboard new customers whose inventory is in disarray and bring it to full accuracy quickly, enabling more informed decision-making.



Growth at scale unlocked

With Infor WMS in place, R&S gained the confidence and operational foundation to pursue and win more complex pick-and-pack, e-commerce, and wholesale distribution customers—important growth segments that the company previously couldn't support at scale. Continuous cloud releases mean R&S always has access to the latest functionality without painful upgrade cycles.

The ability to easily move configurations between testing, training, and production environments has streamlined system management for R&S, allowing the company to test, deploy, and refine processes much faster as the business expands. With access to the data lake, querying and pulling operational data has become straightforward, giving leadership clearer visibility into performance across all facilities as the company continues to grow.

“We looked around and realized the work was getting done faster than we expected. What we thought was a slowdown was actually a sign of how much more efficient we had become.”

“Some of our customers demand exhaustive depth out of what we can deliver by ourselves, while others simply need a reliable, accurate system that gets the job done. With Infor, we can confidently serve both.”

Matt McMurray
VP of Operations, R&S Logistics

“It completely changed the culture on the floor. People went from saying ‘I will never touch a computer’ to ‘I will never put this scanner down.’”

“When we moved to Infor, we were immediately able to run the whole warehouse on two administrators instead of four, with the other two moving into other aspects of the company, helping us run operations more efficiently.”

Brighton Bailey
WMS Analyst, R&S Logistics



About Infor

Infor is a global leader in business cloud software products for companies in industry-specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

[infor.com](https://www.infor.com)

Copyright © 2026 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners.

CSW-EN-US-0626-86ahheqgc-1

**Build a high-performance,
scalable warehouse with
Infor WMS**

[LEARN MORE](#)

infor