

# East Coast Warehouse's strategic evolution with Infor WMS



East Coast Warehouse, a key player in the third-party logistics (3PL) and supply chain management sector, faced a pivotal moment as it looked to upgrade its warehouse management system (WMS). The company has been servicing customers across industries for over 65 years and operates warehouse space spanning 70 million cubic feet, strategically located on or near major US ports.



## Challenge

For nearly 30 years, it had partnered with a small company that provided a heavily customized but technologically outdated system. As the risks of relying on a small vendor with limited resources grew more apparent, the need for a more stable, future-proof solution turned critical.

Aleks Malamud, Vice President of Information Technology at East Coast Warehouse, shared its transformation journey. "We were using green screens and text-based interfaces—a far cry from the web-based applications today's workforce expects," he explained. The outdated system not only posed challenges in terms of user experience, but also impacted the time it took to train staff and attract the next-generation workforce. Housing the data center on-premises without cloud infrastructure created a major vulnerability. "If that computer goes down, every facility in the company is done," Aleks pointed out, highlighting the significant risk posed by its previous setup.



## Solution

Recognizing these challenges, East Coast Warehouse turned to Infor™ WMS for a solution that promised technological advancement and operational stability. The transition to Infor's cloud-based system was a game-changer. "Being in the cloud accommodates our future growth plans very well," Aleks noted, underscoring the ease with which they could scale operations. The cloud solution eliminated the need for constant hardware upgrades and reduced downtime risks significantly.



## Outcome

Infor WMS's intuitive web interface revolutionized the working environment for warehouse operators and customer service representatives. The new system replaced multiple text-based screens with unified web screens, streamlining processes and reducing training times. "It was an enlightening experience for our team to go from text-based to web-based screens," Aleks shared.

East Coast Warehouse is looking toward a future opportunity to use the built-in labor management module in Infor WMS, which could drive a significant improvement in labor efficiency—a 15% increase that may translate to millions of dollars in savings.

The integration capabilities of Infor WMS were another vital differentiator. The Intelligent Open Network (ION) platform allowed seamless communication between the WMS, transportation management systems, and enterprise resource planning (ERP) solutions. This integration is crucial as East Coast Warehouse looks to expand into new markets, requiring advanced tracking and compliance features. The Infor Data Lake provided its customers with unparalleled visibility into its operations, offering real-time access to orders, inventory, and digital invoices. "Our customers can log in and see their orders, inventory, traceability information, and much more," Aleks explained, emphasizing the transparency and customer satisfaction delivered through this capability.

Furthermore, the completeness of Infor's package sets the solution apart from competitors. Beyond the core WMS, East Coast Warehouse benefited from integrated modules like labor management and billing—essential tools for their diverse operations. "The billing module was a huge differentiator for us. It allowed us to manage complex billing needs without needing to purchase a separate billing solution," Aleks said, highlighting the value of Infor WMS being an all-in-one solution.

Looking ahead, East Coast Warehouse is poised for continued growth. The cloud-based system supports rapid expansion, and the intuitive interfaces help overcome industry-wide labor challenges by reducing training cycles and improving employee retention. With Infor WMS, East Coast Warehouse has addressed its immediate operational challenges and laid a strong foundation for future success. "Infor's system is allowing our business to grow," Aleks concluded, confident in the strategic partnership that is propelling East Coast Warehouse into the future.

## 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.

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