

Challenge Solution

Client

ClientLogic
Grove City, Ohio

ClientLogic is an international provider of integrated customer management solutions, including marketing, customer-contact and fulfillment services. A subsidiary of Canadian diversified company Onex Corporation, ClientLogic is headquartered in Nashville, TN and operates in 53 locations throughout North America, Europe and Australia.

Challenge

The Grove City location is a third party distributor that contracts its resources to a variety of companies that have chosen not to focus their efforts on distribution. Companies including consumer-goods manufacturers, leading software providers, Internet-based retailers, computer and peripheral original equipment manufacturers, publishers, apparel and more, contract with ClientLogic to handle their inventory and distribution functions. To achieve this goal with multiple type customers, ClientLogic needed a highly flexible system capable of handling a wide array of product types, sizes, shapes and weights.

Solution

Designed to embrace ClientLogic's core philosophy to "Think Like a Customer," Mantissa engineered a sortation solution to maximize functionality and flexibility. Using one 604-foot tilt-tray sorter, the system sorts individual items into customer orders, packs those orders and sorts them to outbound shipping destinations. Every item and every customer order is tracked, measured and reported throughout this process.

Product can be introduced manually in either single tray or double tray loads from the same induction area, eliminating the need to presort based on product size. Items are then directed to one of 141 4/10 double/double chutes or 5 single-level chutes as determined by Mantissa's Merlin software. The 4/10 chute consisting of four chambers, maximizes operating efficiency by allowing operators to pack orders from one wave of product while the machine sorts the next wave. Pneumatic selector switches allow control of product between chambers. Each packing chute contains a dual light/button module controlled by Mantissa's proprietary Light Wizard technology for status and control of the sorting operation. Once the light module turns on, the order is complete and ready to be packed by an operator for shipping. Packed orders are then conveyed to one of three automatic inductors to be introduced onto the tilt-tray sorter. The sorter diverts into either 25 gaylord chutes or two fluid loading chutes with powered conveyor and gravity extendable units for shipping.

Mantissa's solution meets the diverse needs of Client Logic by being versatile enough to handle the dynamic sales cycles for multiple vendors as well as the wide cross section of product.



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