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How Sellercloud helped MP Fulfillment grow in the 3PL business, allowing them to handle complex fulfillment needs
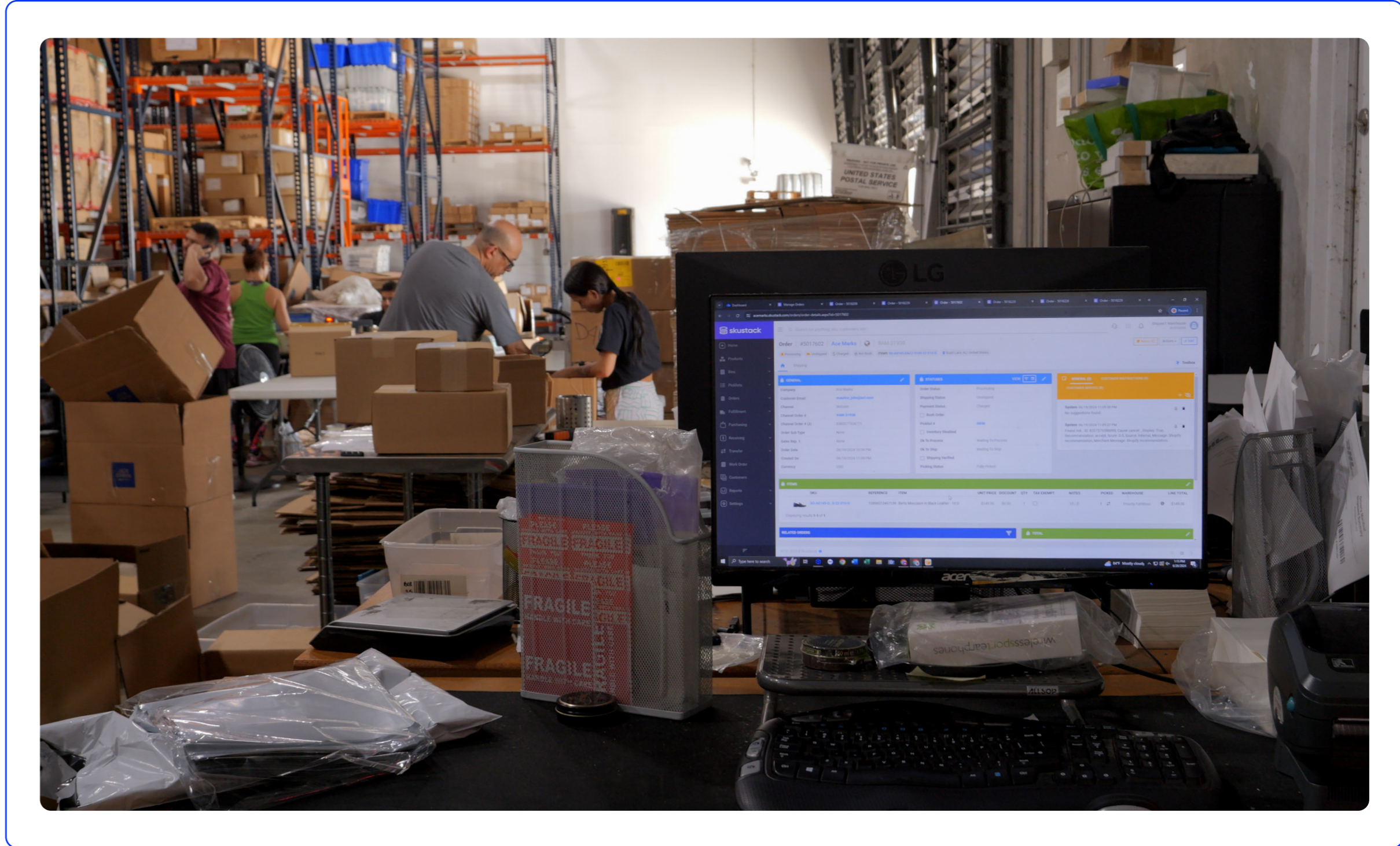
Sellercloud not only offers a broad range of functionalities, but they also provide solutions for niche issues. Their system is versatile and adaptable to every aspect of our fulfillment needs.

Marc Furmanski, Part Owner, MP Fulfillment

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A Sellercloud case study with MP Fulfillment

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Industry
3PL – Third Party Logistics

Founded
2023

Headquarters:
Miami, FL

Company Size
11-50 employees

Before Sellercloud

Marc Furmanski had worked in e-commerce for 14 years before setting up MP Fulfillment with a business partner. Both had their own e-commerce companies and had started separately, but they saw an opportunity to take things to the next level if they joined forces. "We each had our own teams, and we thought it would be a lot easier to bring in everything under one ecosystem, under one roof," explained Furmanski.

In October 2023, the two business partners merged their companies, brought everything into one warehouse, and launched a new 3PL company under the name 'MP Fulfillment.'
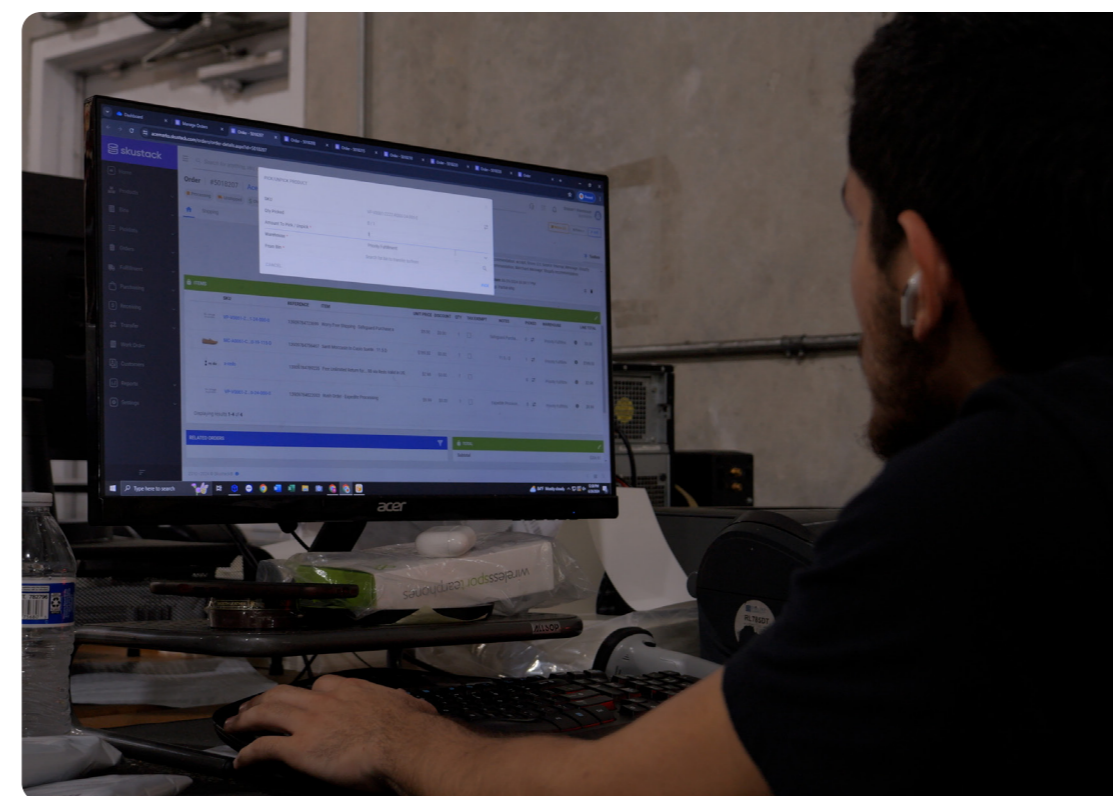
The challenge

As a newly merged 3PL company, MP Fulfillment had plenty of obstacles. Firstly, they needed a solution to manage their operations and attempted to build their own in-house. However, reacting to all the new challenges they faced inside the warehouse was impossible. **"We were constantly having to make changes and tweaks and have our own IT team, you know, heavily involved in making those**

changes," said Furmanski. "We always felt we were a couple of steps behind."

MP Fulfillment experimented with an existing solution after giving up on creating their own software solution. However, they realized they needed something more flexible after a few months. **"It didn't allow us to make any customizations,"** said Furmanski. To

make things worse, they ran into many issues and received little support. "We would send out a support ticket. We would reach out to our account rep, and we would be told our system does not allow that, unfortunately." That would be the end of the discussion—making any changes to how their previous software solution functioned would not be possible.

MP Fulfillment needed a solution that put flexibility at the forefront. It was a crucial part of running a 3PL business as it allows them to fulfill orders according to their customers' needs. For MP Fulfillment,

The solution

MP Fulfillment knew what they were looking for when they went on the hunt

their solution needed to connect to all the API services their customers needed and be customizable for different sorting, shipping, and inventory management workflows.

for a better solution. **"We were always looking for the proper and best software that would really allow us to continue to grow,"** said Furmanski. They heard of Sellercloud by word of mouth, and it piqued their interest as it had open APIs and was highly customizable. Furmanski thinks of Sellercloud as an "out of the box software that you can constantly continue to customize and make improvements and continue to grow your business," said Furmanski.
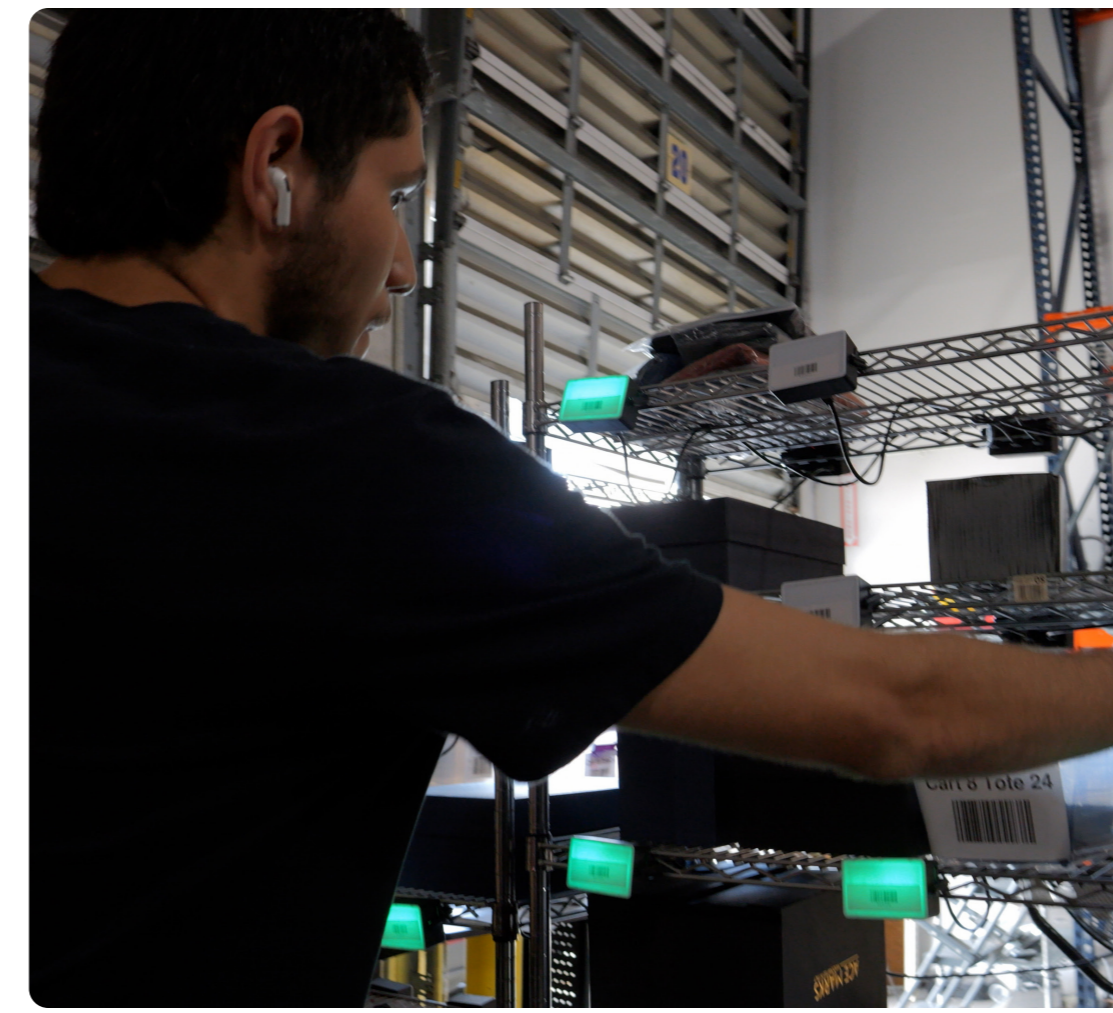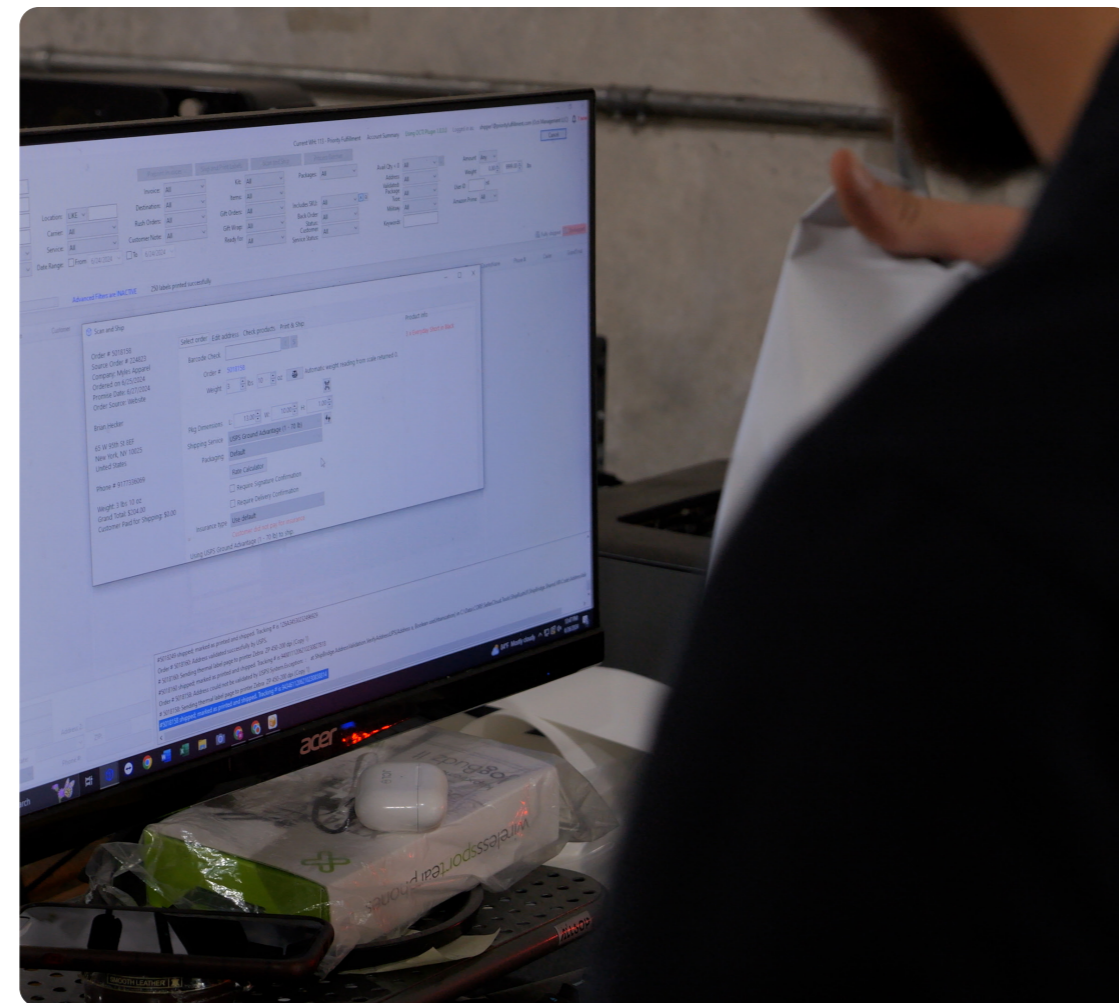

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Inventory management became instantaneously easier with Sellercloud. **"One of the things that we do like about Sellercloud is it's a very practical system. It thinks for you,"** said Furmanski. For example, he explains how whenever an item moves from a shelf, it moves in the system. With their previous solution, an item would still be considered on the shelf until it had reached the customer. "The flow's a lot easier. It's a lot more efficient," Furmanski added.

What really sold Sellercloud to MP Fulfillment as their ultimate solution was that it works in so many different areas. "The ability for Sellercloud to be involved in so many different things really falls in

line with what we do," said Furmanski. Indeed, a 3PL needs a solution that can manage it all from beginning to end. Furmanski compares Sellercloud to an octopus with many levers for different tasks and connecting new tools. **"It's got different arms that allow you to control your inventory, allow you to ship your items, allow you to integrate different applications and softwares,"** he said.

The two features that made Sellercloud the only worthwhile 3PL solution for MP Fulfillment are its customization and open API, which have allowed them to provide highly flexible solutions. **"Our company's biggest strength is our flexibility, and with Sellercloud, we're able to have**

that flexibility. We're able to constantly customize software," said Furmanski, adding that Sellercloud's customization makes it feel like it's your own software.

Soon, MP Fulfillment hooked their business up with the entire Sellercloud ecosystem, adopting Skustack, Skublox, and Shipbridge. "It really just made sense to keep rolling in-house," said Furmanski, explaining how sticking with Sellercloud and its suite of products enables MP Fulfillment to automate as much of the business as they are built to work together and integrate more smoothly. **"These systems, hand in hand, make it very efficient for the employees just to focus on what their task at hand is, what their what**

their responsibility is and not overthink," summarized Furmanski.

Skustack made it significantly easier to maintain and control inventory levels. Furmanski tells us how, after they transitioned one of their brands to Skustack and saw the improvement in efficiency, they moved all their clients to Skustack. **"Skustack has really helped us in being able to track every single item from point A from the bin it originates into the box it ships out, and we know who picks the item where the item is at all times,"** said Furmanski. Skublox also dramatically increased warehouse efficiency. "[Employees] go ahead and they go to the bin, find the items that they need, bring it back, place it into Skublox. It's really a seamless flow," said Furmanski.
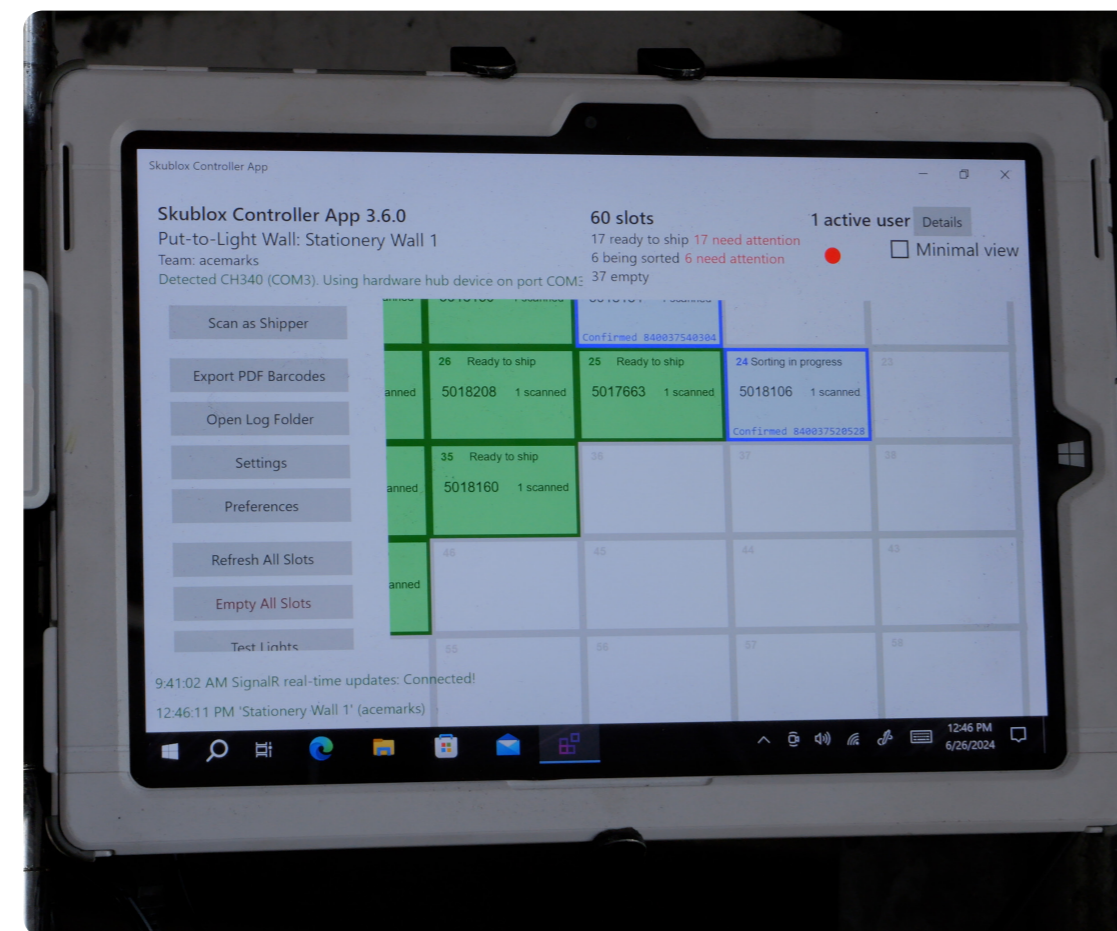
After Sellercloud

In the year MP Fulfillment has been with Sellercloud, they have experienced tremendous growth. "Sellercloud has only allowed us to continue to grow, continue to improve, become more efficient, automate as much of the business as possible," summarized Furmanski, allowing him and his partner to focus on growth rather than daily tasks. Today, MP Fulfillment works across 20 domestic and international platforms, including TikTok Shop, Wayfair, Walmart, eBay, Amazon, and multiple Shopify sites, all synced through Sellercloud. **"Just being able to integrate it all into one system really has made it seamless,"** said Furmanski.

MP Fulfillment is also pleased with the

support they've received from Sellercloud. **"For me, working with my account rep and with the support team has been**

phenomenal," said Furmanski. He also added that his employees have always said good things about customer service, which, for him, is proof that Sellercloud is doing a good job. He added that it's a "game changer" that his employees can rely on a Sellercloud without going through him every time.
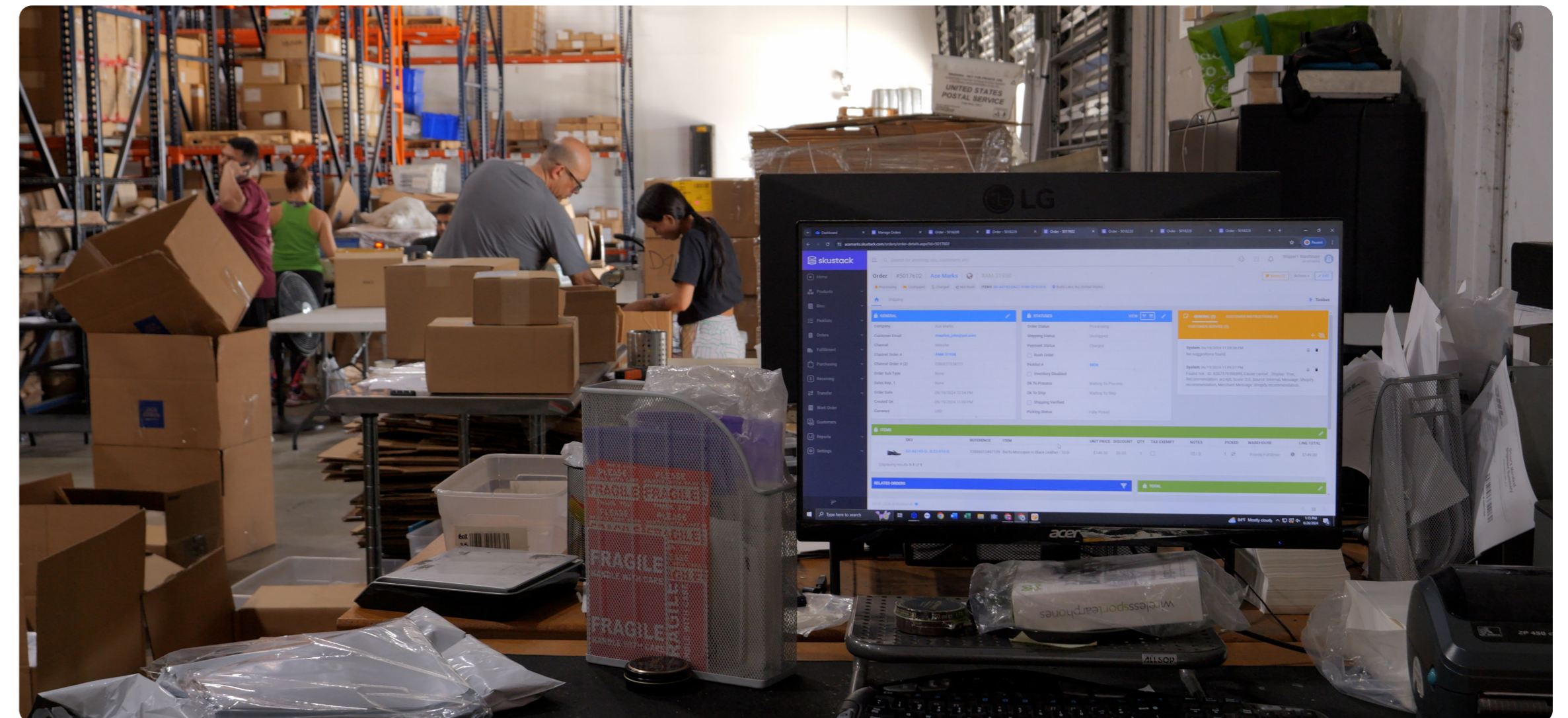
The fact that Sellercloud continues to innovate new features, tools, and products is another big reason MP Fulfillment sees a long-term partnership in the

future. "We're always very excited to see what new tools are coming out, and we're always on board to be one of the beta testers for any of those tools," said Furmanski. On top of that, Sellercloud is always willing to take on requests from their customers. **"Sellercloud is very open-minded to hearing an idea and executing**

it, knowing that it's an improvement made for all of its customers across the board," said Furmanski. This level of flexibility allows MP Fulfillment to offer flexible 3PL solutions to their customers.

Furmanski ends with a recommendation for other 3PL businesses seeking a customizable solution that they can customize to handle their challenges: **"Whether you're filling out of your warehouse, whether you're filling into your garage, and you're finding yourself with inventory issues, with shipping issues, with overselling issues, whatever you may be dealing with, Sellercloud has a solution for you."**

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