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How ER2 Achieved Accuracy, Speed and Multi Warehouse Efficiency

ER2 began in 2012 supporting clients with IT asset disposition, secure data destruction and responsible handling of retired IT hardware. The company collects large volumes of enterprise equipment, refurbishes it, and then sells through ecommerce marketplaces, B2B channels and client fulfillment services.

ER2 operates eight warehouses around the country and a major refurbishing center in Mesa, Arizona. As the company grew, ER2 relied on three different systems for multichannel listings, inventory and shipping.

"We were using ChannelAdvisor, we were using Skuvault, and we were using ShipStation. Three separate modules trying to accomplish the same multichannel posting, inventory, data management, as well as physical inventory management and our shipping solution. It was really troublesome."

Ben Peters
Director of Innovation and Client Solutions

Company Profile
ER2

Descartes Solution
Descartes Sellercloud™

About the Client
ER2 handles enterprise IT hardware, including laptops, desktops, monitors and networking equipment, collected from Fortune 100 companies.ER2 refurbishes, redeploys, resells and donates equipment and also provides warehousing and 3PL fulfillment services.

For more information, please visit
https://er2.com/

Quick Overview

Challenge
Scaling Operations Without the Systems to Support It

Solution
Unifying Operations With a Single Scalable Platform

Results
- Stronger Inventory Accuracy
- 75% Faster Picking
- Lower Shipping Costs
- Faster Delivery

READ THE FULL STORY →

Challenge: Scaling Operations Without the Systems to Support It

As ER2 expanded into eight warehouses and multiple service lines, its previous tech stack made operations increasingly difficult. Managing listings, inventory and shipping across three separate systems created delays, manual work and limited visibility.

Inventory accuracy was another challenge. With thousands of refurbished items moving through the operation each day, ER2 needed reliable bin-level tracking. "Bin controlled inventory locations is probably the most important thing a company can move to."

The picking processes were also time consuming, as staff often revisited the same locations. Routing and shipping lacked structure as well. Orders were not always fulfilled from the most efficient warehouse, which increased costs and slowed delivery times.

Finally, ER2 needed a partner who aligned with its continuous improvement mindset. "It's important for us as a company with a core value of continuous improvement to find partners who are like minded."

Solution: Unifying Operations With a Single Scalable Platform

ER2 resolved its operational challenges by consolidating systems with Descartes Sellercloud. All warehouse, inventory and ecommerce workflows now run through a single platform. As Ben explained, "When we went and found Sellercloud, they said, we have a solution that has everything in one package."

With Descartes Sellercloud, ER2 manages its multichannel listings, SKU data and warehouse operations in one place. This unified environment eliminated the inefficiencies caused by switching between different systems.

The combined tools also strengthened their warehouse accuracy. Bin controlled inventory and enforced barcode validation now ensure that items are picked and shipped correctly. "By validating that throughout your picking process and shipping, you know that you're not going to cross ship something. The system will stop you from cross shipping something if you scan the wrong barcode," said Ben.

ER2 also benefited from improved picking workflows. Guided scanning and structured bin management allowed teams to move quickly through the warehouse. Ben highlighted the impact of this improvement: "It makes order picking extremely efficient. We easily had a 75 percent time savings in order picking by moving to this process."

Results:

Stronger Inventory Accuracy

With Descartes Sellercloud, ER2 had zero cross-shipments in eight months, compared to one or two per month before

Lower Shipping Costs

By placing key SKUs in Memphis, where 40 percent of shipments were headed, ER2 reduced shipping costs on about 40 percent of orders.

75% Faster Picking

Bin control and guided scanning cut picking time by about 75 percent, enabling higher output without extra staff.

Faster Delivery

Orders routed to the closest warehouse now arrive in one to two days, often earlier than marketplace estimates.

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