



# Case Study: nGroup Performance Partners and Otoro



3PL CASE STUDY

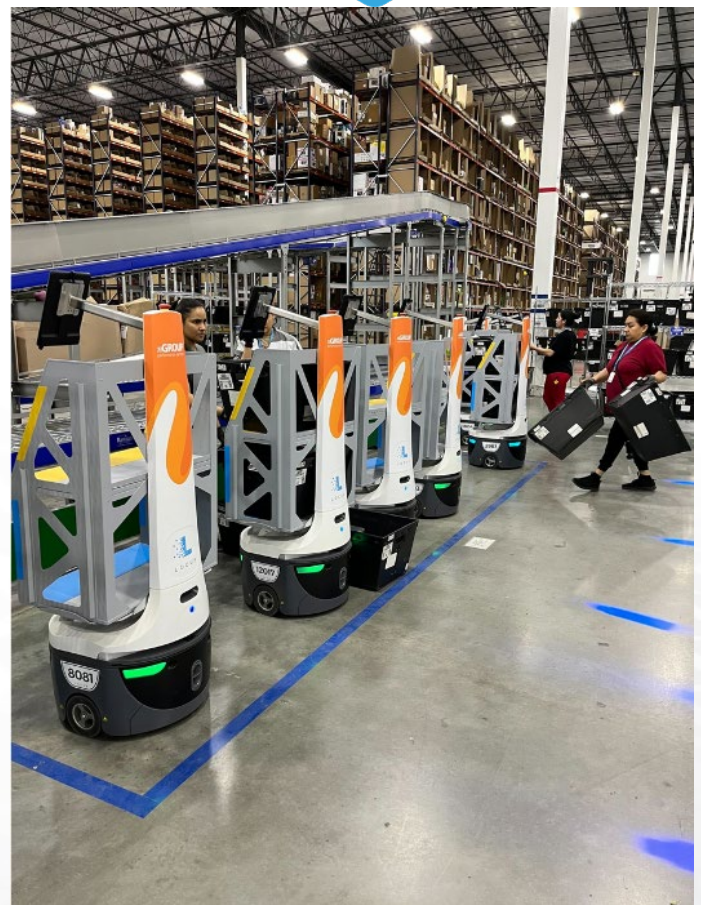
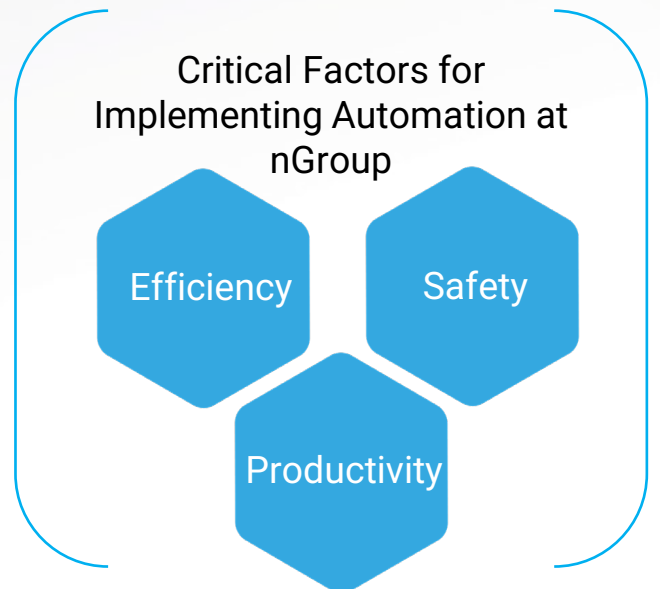
## Overview & Challenge

nGroup Performance Partners, a leading third-party logistics (3PL) provider, helps supply chains break the mold by giving them the tools to re-imagine and re-engineer their workflows. nGroup is trusted by major retailers and wholesale distributors to bring in workers and manage them efficiently.

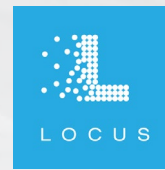
At their 1 million square foot Franklin, IN facility, the team faced significant challenges in their putaway process, which involved manually pushing heavy baker's carts across 30,000 square feet of the warehouse to over 500 locations of Gaylords. This process put a physical strain on employees and created inefficiencies in handling returned goods, resulting in the need for a solution to improve productivity, accuracy, and safety.

“Because of the pushing of carts, the traffic, and the sheer number of people it took to do the work, there was an enormous possibility for bumping somebody or having fatigue from pushing those carts,” said Diron Raines, Chief Strategy Officer of nGroup.

After careful evaluation, nGroup chose Locus Robotics to automate their putaway process, thanks to Locus's seamless integration with Optoro, a returns optimization platform, and their flexibility in partnership.



# nGroup improves productivity by 130% with LocusBots and Optoro



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## Results

The implementation of Locus Robotics' autonomous mobile robots (AMRs) helped nGroup with:

- **Increased Productivity and Capacity:** Before Locus, nGroup had a baseline of 124 lines per hour (LPH). With Locus, nGroup now has an average of 285 LPH – a 130% increase in productivity. They also now achieve close to 1 million units putaway each month.
- **Enhanced Accuracy:** Reduced errors and improved transaction accuracy, minimizing discrepancies.
- **Improved Safety:** Significant reduction in workplace accidents, resulting in over a year without an OSHA reportable incident.
- **Higher Employee Satisfaction:** Reduced physical strain led to improved morale and job satisfaction.

The integration process was seamless, with no significant downtime. Bob Duron, President and COO of nGroup, described the experience as "a home run," noting, "The bots were the perfect solution. And it has been a huge success."

Chris Wykoff, VP of Product at Optoro spoke further about the partnership, stating, "Automation is a must-have to achieve maximum operational efficiency, and it is no different for returns. Linking Optoro's returns processing automation and workflows with LocusBots creates a trifecta. It melds the digital, physical, and operational benefits of innovation to reverse logistics."

This collaboration has provided nGroup with a strategic advantage in the 3PL market, enabling them to deliver exceptional service to their clients while maintaining a safe and efficient workplace.

## Results

130

Increase in lines per hour (LPH)

1

Million units putaway monthly

1

Year without an OSHA incident

