

## FOUR SIGMATIC RELIES ON AMWARE TO GET ITS ORGANIC FOODS & SUPPLEMENTS TO MARKET



Four Sigmatic is the #1 mushroom coffee and protein brand. They infuse functional mushrooms into everyday products like coffee, creamer, and protein, to enrich your mind and your well-being.

### FOUR SIGMATIC™

Four Sigmatic sells direct to consumers, as well as through distributors, Amazon, and grocery and retail chains. The company wanted a fulfillment partner with strong omni-channel distribution experience that could help them scale, while also lowering overall distribution costs. A competitive search led to Amware Fulfillment, which distributes the company's products nationally through multiple warehouses.

#### Keys to success

**Cost optimization.** Amware was able to drive savings on a few fronts. Improved warehouse processes led to a 15% reduction in pick and pack costs, while shipping under Amware's attractive parcel rates cut shipping costs by 4%.

"We benefit greatly from Amware's excellent parcel rates in the US, but we ship under our own carrier agreement for orders that Amware ships internationally," says Colby Carll, Supply Chain Manager at Four Sigmatic. "We appreciate the ability to do that, as you don't see that flexibility from all 3PLs."

#### Facility-Based Customer Service.

Amware's Client Success Representatives serve as the day-to-day contacts with clients and are located at warehouses to facilitate direct interaction with operations. Says Carll, "With a prior fulfillment partner, we dealt with CSRs located centrally. If we had an urgent request, we often experienced delays as the CSR played phone tag with key warehouse personnel. With Amware, our dedicated rep can go out to the floor and take direct action, like prioritizing an order. The on-site customer service model has been a real difference maker for us."

**Omni-Channel Distribution.** Four Sigmatic ships to 3 main distributors, to Amazon, and to a variety of retailers – from mom and pops to national chains. All have different requirements for inbound shipments. "Many fulfillment 3PLs just focus on B2C," says Carll. "It can be challenging to find a

partner, like Amware, that can handle eCommerce fulfillment, plus manage the different shipping requirements of our wholesale and retail partners."

**Scalable Operations.** As its customer base grows and changes, Four Sigmatic wants the ability to expand and change facilities to optimize transportation. Amware's nationwide, 18-facility fulfillment network allows the food brand to scale, as needed. That scalability also applies to services. "Our packout processes can be complex, with significant sampling, labeling, kitting, and other value-added services" says Carll. "We don't worry about Amware's ability to handle this complexity."

#### Results

- Sustain 99.9+% order accuracy while supporting rapid growth
- 4% reduction in outbound parcel shipping costs
- 15% reduction in pick and pack costs

"It's been a good relationship, says Carll. "We rely on Amware's fulfillment expertise to bring us best practices and to advise us during our growth journey."