

# Success Story

## Fortessa Tableware Solutions



### INDUSTRY

Designer, Developer and Marketer of Tableware

### HEADQUARTERS

Sterling, VA

### OTHER INFORMATION

3 Warehouse Locations

### WEBSITE

[www.ftsonline.com](http://www.ftsonline.com)

Offering an unmatched combination of quality and value, Fortessa, Inc. designs, develops and markets industry leading tabletop goods and accessories. With a strong commitment to excellence, service and value, Fortessa has established themselves as the crown jewel on the world's finest tables, serving the needs of foodservice operations and retailers alike.

## Old Systems Begins to Tarnish

For many years, Fortessa ran their business using an old version of Sage Pro Series. However, as they began experiencing tremendous growth, operations in the warehouse were becoming increasingly difficult to manage. Scott Hamberger, CEO, states, "We were growing at a 30% compound annual rate and while we were excited about the progress the company was making toward our strategic objectives, our warehouse operation was falling behind. The increased transaction volume was putting a strain on our system of paper-based output and handwritten notes to pick, pack and ship."

## Set the Table for Efficiency

According to Scott, "There were certain processes in our warehouse that worked well and others that weren't scalable to meet our increasing throughput requirements." To tackle this challenge and maintain their market leadership, Fortessa developed a forward thinking, aggressive strategy that would leverage technology. "We weren't interested in simply installing new software," adds Scott. "We needed a solution that was flexible enough to replicate pieces of our existing process that worked well, while automating certain manual tasks that were resulting in bottlenecks."

Based on several recommendations, Fortessa turned to Front Line Systems DC office, a leading provider of business software solutions with a focus on warehouse automation. Scott says, "We performed thorough due diligence and found the professionals at Front Line Systems DC office to be sharp, insightful and analytical. Best of all, they're not just techies that focus on software in a vacuum. They truly understand business operations and present solutions that are meaningful in the context of our unique requirements."

## A New Setting

Today, Fortessa's warehouse operates at peak efficiency. HighJump Warehouse Edge has helped to automate all aspects of picking, packing, shipping, order fulfillment and inventory control. "Our throughput requirements are huge," Scott explains. "We source from 60 factories in 12 countries to serve over 3,000 customers in the U.S. and internationally. Needless to say, there are a lot of moving parts in our warehouse, both inbound and outbound, and HighJump Warehouse Edge handles it all beautifully."

The new system has also been key to ensuring Fortessa's competitive position in the marketplace. Better productivity has resulted in higher customer satisfaction. According to Scott, "HighJump Warehouse Edge is the backbone of customer service. We use it to determine who gets shipped what and when. If we can't use a system to get product to our customers when they need it, it's useless." He adds, "HighJump Warehouse Edge is an integral part of delivering on our promise of quality, service and value. It would have been extremely difficult to handle the increased throughput in the warehouse and continue growing the business at 30% annually without it."

## The Results Are Crystal Clear

Due to the growth that Fortessa was experiencing prior to implementing HighJump Warehouse Edge, they discovered that transaction volume was rising more quickly than the increase in revenue. In other words, they were doing more work for less money.

Scott determined that, as he puts it, "Due to limitations in our old paper-based system, the increased volume resulted in a growing percentage of orders being shipped incomplete which created even more work. Once we implemented HighJump Warehouse Edge, our fill rate improved substantially, and we increased our capacity to handle far more volume using the same resources." He adds, "Just 4 months after the implementation, we were able to attain a significant increase in capacity and shipped 27% more units than in any other month in our history. This would have been very challenging, if not impossible, to achieve relying on the old paper chase system."

## A Toast to a New Relationship

Combined with the support of Front Line Systems DC office, HighJump Warehouse Edge provided the foundation for expansion to a second warehouse facility. Scott closes in saying, "I'm grateful for the outstanding relationship we have with Front Line Systems, DC office. They consistently demonstrate reliability, innovative thinking and a commitment to getting the job done no matter how complex."

Dane Karcher, President at Front Line Systems, DC office adds, "It's a pleasure working with a forward-thinking company like Fortessa. They continually present aggressive initiatives that stretch the limits of technology, open the door to new productivity gains, and help them maintain their competitive edge."

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Scott Hamberger, CEO  
**Fortessa Tableware Solutions**

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