

Your cool partner in food logistics



ProWMS Warehouse Management Software - Keeping Thermottraffic Competitive and Managing Changing Customer Needs

Thermottraffic is a third-party, multi-temperature, warehousing and logistics business with headquarters located in Bury St Edmunds, UK. The company provides services to importers, manufacturers, wholesalers, retailers and distributors. Founded in 2021, it operates from six strategically located sites across the UK providing more than 56,000 temperature-controlled racked pallet spaces. In 2024 Thermottraffic acquired Norish Ltd. and Kevin Hancock Limited, two long-standing ProWMS clients.

THE BUSINESS

- Services including cold storage, picking, cross-docking, de-vanning, handling and blast-freezing
- Frozen, chilled and ambient storage with capacity to blast-freeze over 1,500 pallets of fresh product per week
- HMRC approved to handle and store customs bonded goods

CHALLENGE

Thermottraffic believes in building long-term relationships with its customers and suppliers. Principal Logistics Technologies' longstanding relationship with the company started in 1990 when a decision had been taken to upgrade its warehouse management system. It had recently acquired a business with multiple locations, and it needed to reduce duplication in administration and other back-office activities across its enlarged, estate.

The company recognised that, as all of its work is customer-driven, flexibility was key in any future systems design to enable it to meet changing business and customer needs. A business-critical requirement was to automate all manual tasks and to have all stores connected to the company's databases use the same system for uniformity and to manage the constantly changing handling and storage rules.

SOLUTION

The company decided on Principal Logistics Technologies' ProWMS enterprise-level warehouse management system. A key requirement was to manage the capture of storage, handling and billing information for the various activities up to, and including, invoice production. ProWMS enables the automation of billing, with this activity now completed in hours, as opposed to days.



RESULTS SUMMARY

- Six sites centrally hosted in external data centre on Amazon Web Services (AWS).
- ProWMS manages activities across all sites.
- Multiple EDI interfaces to customer and supplier systems.
- Add unlimited customers, with unique requirements, in minutes.
- High-volume 24x7 resilience and full third-party functionality.

RESULTS

From an operational standpoint the main focus for ProWMS was stock control and the main operational benefit, ease-of-use. Comprehensive traceability is maintained from when an item arrives to when it leaves. The system is highly flexible enabling future changes and upgrades.

Immediate efficiencies were gained from streamlining the numerous administrative processes and from automating production of reports via ProWMS's robust reporting functionality. The latter eliminated the need for different forms and manual inputs.

Many of Thermottraffic's larger customers were already using ProWMS warehouse management software. This benefitted the company and its customers by reducing workload with the benefit of visibility and control of its own stock.

"We are happy with our decision to choose Principal Logistics Technologies and have never regretted it. Visibility and access are capabilities that have been around for a while and are expected by our customers. They want quality services at a fair price and that is what ProWMS helps us deliver."

"Not only have our customers benefited, but we have become far more efficient by having installed ProWMS across all our locations. Thermottraffic provides its customers with multiple access options for visibility and control via ProWMS."

Thermottraffic

Testament to the high levels of traceability that ProWMS provides is the fact that in 2021 Thermottraffic gained approval from the USDA (U.S. Department of Agriculture) to hold a licence to export pork meat to China.



VALUE-ADDED SERVICES

Over the years Thermottraffic has enhanced its service offerings, for example, from full-pallet-in and full-pallet-out to complex serial item number tracking of variable weighted items.

Additionally, other value-added services have been added including blast freezing, bonded storage and cross docking - all seamlessly managed by the ProWMS warehouse management system.



"We are proud to have continuously supported Thermottraffic's growth with ProWMS technology and support over the years. Due to its inherent flexibility, and quick and easy configurability, ProWMS warehouse management software has acted as a catalyst for change"

Joe O'Shea, Principal Logistics Technologies

About Principal Logistics Technologies

For over 30 years, Principal Logistics Technologies has been a leader in the design and delivery of innovative warehouse management software (WMS) and enterprise resource planning (ERP) software. Our technology and services optimise operational performance, reduce OpEx, and increase revenue for 3PL, distribution, wholesale, manufacturing, and retail warehouse businesses. The company supports enterprise-level and multinational businesses with complex single and multisite operations spanning 3PL, chemicals & hazardous goods, hard & soft commodities, chill picking, cold storage, cross docking, eCommerce, FMCG, pharmaceuticals & healthcare and more. We operate from offices in Dublin in Ireland and Manchester and Birmingham in the UK.