DESCARTES™

Achieving Accuracy, Speed and Multi-Warehouse Efficiency with Descartes Sellercloud

ER2

ER2 is a growing IT asset management company based in Mesa, Arizona. Founded in 2012, it specializes in refurbishing and redeploying enterprise IT hardware collected from Fortune 100 companies. With over 120 employees and eight warehouses nationwide, the company offers ecommerce, B2B, and 3PL services. As operations scaled, ER2 struggled with disconnected systems and inefficient workflows, until the company turned to Descartes Sellercloud™.

Company Profile
ER2

Industry
Electronics / IT Asset Management

Descartes Solution
Descartes Sellercloud™

About the Client
ER2 refurbishes and resells enterprise IT hardware. Headquartered in Mesa, Arizona, the company also provides warehousing and 3PL services.

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

"In our journey from chaos to order, the Descartes team has been a huge partner for us."

Ben Peters
Director of Innovation and Client Solutions, ER2

Quick Overview

Challenge
Complex multi-warehouse operations with disconnected systems, inventory errors, and inefficient shipping.

Solution
Centralized workflows using Descartes Sellercloud for listings, inventory, and shipping management.

Results
- Zero Cross-Shipments in 8 Months
- 75% Faster Order Picking
- Reduced Shipping Costs on 40% of Orders
- 1–2 Day Delivery Speeds

READ THE FULL STORY →

Challenge: Disconnected Systems and Inefficient Workflows

Managing listings, inventory, and shipping across three different platforms led to fulfillment delays, manual errors, and limited visibility for ER2. As operations expanded to eight warehouses, these challenges only intensified. In addition, the lack of bin-level inventory tracking and inefficient routing logic caused costly mistakes and wasted time.

Solution: Unified Platform for Scalable Operations

To solve its challenges, ER2 consolidated its operations with Descartes Sellercloud. This all-in-one solution now powers listings, warehouse operations, and shipping workflows across all locations.

In ecommerce, cross-shipping occurs when the wrong item is sent to a customer, often due to manual picking errors or disconnected systems. These mistakes lead to returns, reshipping costs, and damaged customer trust. With bin-controlled inventory and barcode validation, ER2 eliminated cross-shipping errors entirely.

"Throughout your picking process and shipping, the solution validates our workflow so that you know that you're not going to cross-ship something. The system will stop you from cross shipping if you scan the wrong barcode," said Ben Peters, Director of Innovation and Client Solutions at ER2.

Picking efficiency also improved dramatically after ER2 implemented guided picking workflows built around bin-controlled inventory and barcode scanning. Instead of revisiting the same locations or manually verifying items, warehouse teams now follow structured pick paths with enforced validation at each step. "We had easily 75% time savings in order picking by moving to this process," Peters added.

Routing logic built with the Descartes team allowed ER2 to ship from the warehouse closest to the customer, reducing costs and improving delivery times. Marketplace listing accuracy also improved, ensuring consistent visibility across ecommerce channels.

The Results:

Stronger Inventory Accuracy
With Descartes Sellercloud, ER2 had zero cross-shipments in eight months, compared to one or two per month prior to the deployment.

Lower Shipping Costs
By placing key SKUs in the Memphis warehouse, where 40% of shipments were headed, ER2 reduced shipping costs on approximately 40% of orders.

75% Faster Picking
Bin control and guided scanning cut picking time by about 75%, 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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