



JLab Audio.

Turning up growth
and expansion

flexport.



350%

Unit growth with no
new headcount

8x

SKU count increase overnight
with no impact to operations

100%

of suppliers using
Flexport's platform

Meeting deadlines and managing exceptions for rapid retail expansion

Overview

JLab Audio switched to Flexport to gain the visibility and control they needed to compete with industry giants. Partnering with Flexport strengthened the company's expansion into a competitive retail space, scaling distribution with ease.

Challenges

High growth, limited manpower. JLab's shipment volume increased 10x from 2012 to 2017, requiring ten times the effort to coordinate shipments. That's precious time and headcount not spent on strategic initiatives.

No central source of truth. Working with a traditional freight forwarder meant that much of JLab's supply chain was tracked through spreadsheets and email exchanges, rather than real-time updates.

Limited proactive communication. Scaling up retail distribution required more coordination between more stakeholders. Staying up to date on shipment status is crucial to building trust as a reliable vendor.

Solutions

Tools designed for operations at scale. Flexport digitizes all shipment documents, notifications, and lifecycle events in a central platform, making everything from SKU distribution to landed cost analysis much more efficient.

Real-time tracking. Real-time satellite and carrier integrations, complemented by a dedicated Flexport team, ensure that the whole JLab team can stay informed about its supply chain 24/7.

Collaborative communication. 360-degree online communication enables suppliers, carriers, and JLab stakeholders to share information and take action, eliminating silos and reducing transaction costs.



Since switching to Flexport, our retail partners have noticed the increased responsiveness on shipment status. They've stopped banging down the door and trusted us to provide answers proactively.

—Win Cramer, CEO