CASE STUDY

Prism eLogistics Cuts Recall Reporting Time by 96%

RESULTS

- Reduced product recall reporting time by 96%

- Increased confidence in stock accuracy from 20% to 100%

- Gained instant, audit-ready traceability

- Improved customer responsiveness

- Automated manual processes

Company Overview

PRISM eLogistics

Founded in 2020 and headquartered in Basingstoke, UK, Prism eLogistics is a logistics and co-packing provider offering end-to-end solutions for brands of all sizes.

From warehousing and eCommerce fulfilment to co-packing, product rework, shrink wrapping, and sleeving, Prism delivers flexible, high-volume services designed to keep supply chains efficient and products shelf-ready.

Challenge

Like many co-packers, Prism was operating in an environment where customer expectations were rising faster than legacy processes could support. Today's brand partners demand instant traceability, real-time data, and rapid reporting, which is difficult for teams relying on paper- and spreadsheet-based workflows.

Managing planning, production, labour allocation, quality checks, and inventory across multiple customer accounts required significant manual effort for Prism's team. A single product recall would take up to nine hours to complete, while confidence in stock accuracy hovered at roughly 20% due to fragmented controls.

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>
> Tom Kennedy
> BUSINESS DEVELOPMENT MANAGER

Solution

Prism selected Nulogy Shop Floor, a solution purpose-built for co-packing operations, to digitalise its processes. After evaluating other options, including adapting existing systems and exploring internal builds, Prism recognised that the variability, SKU complexity, and labour-intensive nature of its operations required a solution designed specifically for co-pack operations.

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Benefits

Nulogy worked with Prism to implement Shop Floor in under 30 days, and Prism began seeing operational benefits immediately. By replacing paper- and spreadsheet-based workflows with real-time data and a system purpose-built for co-packers, Prism gained greater visibility, control, and confidence across its operations.

IMPROVED TRACEABILITY AND AUDIT READINESS

Before Nulogy, Prism's audits and recalls were slow, manual, and error-prone. With Shop Floor in place, every pallet is scanned from receipt through production to finished goods, enabling instant traceability and continuous audit readiness. A recall process that once took up to nine hours can now be completed in just 20 minutes – a 96% reduction in reporting time.

> "I did a recall last week – it took 20 minutes, and about five of those were making a cup of tea," explained Kennedy. "The level of detail Nulogy brings, every pallet scanned at every stage, means everything is correct."

REAL-TIME OPERATIONAL CONTROL

Prism gained live visibility into work-in-progress (WIP) inventory, labour utilisation, and production performance. Digital work orders and bills of materials (BOMs) replaced paper-based processes, ensuring repeat jobs are error free and small changes are captured instantly.

Managers are now able to log in remotely to see exactly what's happening on the shop floor, enabling faster decision-making and stronger control over efficiency and revenue. "With Shop Floor, I can be at home, in the car, or at a coffee shop, and I can log in and see how we're operating on jobs and work orders from anywhere in the world," shared Kennedy.
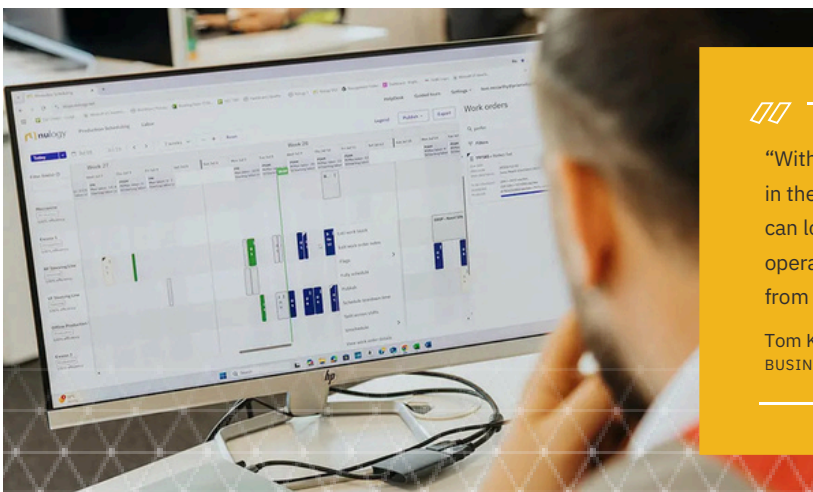
ACCURATE DATA DRIVES PROFITABILITY

With accurate, real-time data captured across labour, production, inventory, and quality, Prism gained a clearer understanding of true performance and costs by job and by shift. Information that was previously fragmented or delayed is now available instantly, supporting more confident decision-making and continuous improvement.

Improved visibility means greater confidence in the numbers behind Prism's operations, continued Kennedy. "I now have 100% faith in our stockholdings. A year and a half ago, I'd have said about 20%."

Beyond operational improvements, digitalisation has become a growth driver for Prism. With reliable traceability, faster reporting, and real-time operational insight in place with Nulogy Shop Floor, Prism can support more complex programmes and has strengthened relationships with customers.

Kennedy's advice for other co-packers?

"Digitalise before you see the cracks. Don't wait for something to fail before you start to think about embarking on this journey."

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Tom Kennedy
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Get in touch to discover how Nulogy Shop Floor can transform your operations:

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