Case Study # 3 - How We Helped an Abrasive Materials Supplier Replace Their Tampa Warehouse in 18 Days Without Disrupting Customer Orders



When a warehouse tells you to move out, there's no pause button.

Freight is still coming in. Customers still need product. Orders still must go out.

That's where this client was.

The Situation

This client distributes abrasive materials. Most of the materials are sand, glass, and metal for industrial use like sandblasting.

They operate out of the Midwest and use regional warehouses to supply local customers.

Tampa is one of those regional locations.

They had **under 30 days** to replace their existing warehouse and keep everything moving.

From the first call to shipping truckloads into our building, it took **18 days**.



The Move In

This wasn't a slow transition.

- Multiple **full truckloads (53' dry vans)**
- All inventory moved over a **3–5 day window**
- Freight arriving while orders still needed to go out

We handled the receiving side: unloading, organizing, and getting inventory into position as it came in.

If you've been through a warehouse move before, you already know:

This is where things usually fall apart.



The Challenge

The product is simple, but hard to handle well.

- 50 lb bags stacked on pallets
- Heavy, dense loads
- Bags tear if handled poorly
- Pallets can break down if you move them too much

On top of that, the operation required:

- **100 pallets in storage**
- **1–3 inbound shipments per month**
- **3–10 outbound orders per week**
- **~75% full pallets**
- **~25% partial pallet picks and rebuilds**
- About **50% customer pickups (will call)**

And the big one: orders needed to be ready within **24 hours**



How We Set It Up

Nothing complicated. Just done right.

Inbound

- Trucks received and unloaded at set appointment times
- Inventory received and entered within **1 business day**

- Pallets put away to storage locations so they’re easy to access later

Storage & Handling

- Minimize unnecessary movement
- Watch for weak or defective pallets early
- Only reconfigure or restack when needed

Outbound

- Orders submitted → ready next business day
- Full pallets staged clean
- Piece pick and build mixed and partial pallets
- **Clear expectations**: Standard turnaround of 24 hours and Rush processing available for additional cost

Pickups & Flexibility

We regularly load:

- Dry vans
- Flatbeds
- Hotshots
- Sprinter vans
- Pickup trucks

About **half of the orders for this client are customer pickups**, so the ability to load many vehicle types matters more than most warehouses think. You never know what kind of vehicle a customer may pick up with.

We kept it simple and built a process that we could repeat every time.



The Results

The move happened without disruption.

No missed shipments.
No customer issues.
No downtime.

Today:

- They've been with us **4+ years**
- They support **8–12 steady customers in the region**
- Their volume is consistent
- They've become more efficient with storage over time

Why This Worked

It wasn't about the product.

It was about execution.

Most warehouse issues come from:

- Slow response times
- Poor communication
- Inconsistent handling

Fix those, and most operations run smoothly.



The Takeaway

If you're running a distribution operation, your warehouse is part of your customer experience.

If it breaks, everything downstream feels it.

This type of setup works best if you:

- Store **20–200+ pallets**
- Ship pallets or cases regularly
- Need consistent turnaround times
- Have customers picking up or receiving regularly

