



HARDERS
Contract Logistics

From FREIGHT FORWARDING to WAREHOUSING

Harders' Journey into Contract Logistics with
nConnect and Blue Yonder WMS

Overview

Henning Harders expands into contract logistics with nConnect, enabling seamless warehouse management through Blue Yonder WMS.

KEY OUTCOMES

- **Seamless client onboarding.** Standardised processes enabled rapid and disruption-free integration of new customers.
- **Scalability for growth.** The cloud-based WMS infrastructure ensures easy expansion into new locations.
- **Real-time operational visibility.** Clients gain instant access to inventory and order status, enhancing collaboration.
- **Efficient order fulfilment.** Streamlined processes lead to faster and more reliable deliveries.
- **Comprehensive training and support.** nConnect's hypercare services ensured smooth adoption and long-term success.

Henning Harders, a trusted name in freight forwarding, responded to growing client demand by expanding into inland warehousing and distribution services. This led to the establishment of **HARDERS Contract Logistics (HCL)**, enabling the company to offer end-to-end logistics solutions, combining international freight forwarding with local warehousing and distribution.

To launch its contract logistics operations, Henning Harders invested in a purpose-built warehouse, a skilled team, and robust execution systems. To ensure seamless and efficient operations, they selected **Blue Yonder** as their **Warehouse Management System (WMS)**.

Henning Harders partnered with **nConnect** to implement and manage its dedicated WMS environment. The Blue Yonder WMS was tailored to support the complexities of a multi-client 3PL warehouse operation. With deep expertise in 3PL logistics, nConnect mitigated risks associated with launching a new site system, allowing HARDERS Contract Logistics to focus on serving its clients with confidence.

nConnect handled **WMS configuration, master data migration, and seamless integration with clients and carriers.** Through a dedicated training program and on-site hypercare support, they ensured a smooth go-live, driving swift adoption and operational efficiency for the HCL team.

Today, HARDERS Contract Logistics operates successfully in Melbourne and Sydney, with new sites set to open in Brisbane, New Zealand, and Perth. The Blue Yonder WMS remains central to this expansion.

HARDERS Contract Logistics' partnership with nConnect and its established way of working **enabled rapid and seamless customer onboarding.** Together, they ensure that the scalable WMS environment will support future growth while strengthening Henning Harders' end-to-end supply chain capabilities.



HARDERS Contract Logistics: Opening of the new 3PL Warehouse in Melbourne, Truganina.

Building on this momentum, Henning Harders identified an opportunity for growth within their freight forwarding operations: **expanding into contract logistics to meet the increasing demand from their growing client base**. This strategic move, supported by new technology solutions, enabled them to offer additional value through warehousing and customised distribution solutions.

To meet this demand, HCL made the decision to **implement Blue Yonder WMS with nConnect's offering of a dedicated and fully managed turnkey solution**. This strategic decision would help them streamline their new contract logistics operations and begin to rapidly onboard warehousing and distribution clients.

The implementation of Blue Yonder WMS was a **highly collaborative effort between nConnect and HCL**, ensuring meticulous execution at every phase of the project. Leveraging its deep expertise in Blue Yonder WMS, nConnect guided the process from initial configuration through integration and into full operation, tailoring the solution to HCL specific client needs.

One key challenge was **ensuring the new WMS was going to be easily scalable to support HCL's growing logistics operations**. nConnect's technical expertise in AWS cloud infrastructure ensured the experience would be seamless. During the implementation, nConnect team members provided on-site support, resolved issues promptly, and trained HCL staff to ensure seamless adoption and long-term success of the system.

The implementation of Blue Yonder WMS laid the foundation for Henning Harders' new contract logistics operations, enabling them to hit the ground running with confidence.

The system brought key benefits associated with 3PL warehouse operations:

- **Customisable client onboardings** – fit for purpose operations meeting client-specific requests
- **Real-time visibility for clients** – making day-to-day operational alignment and collaboration seamless
- **Integrated order fulfilment** – leading to quicker, more reliable order management for end customers

nConnect was pivotal in getting the first customer onboarded seamlessly, ensuring all clients orders were processed without disruption from day one.



Need for **contract logistics capabilities**



Client demand for **warehousing solutions**



Implementation of **Blue Yonder WMS**

nConnect's **standardised hypercare services** ensured a smooth and positive user experience for HCL following the WMS implementation, providing comprehensive support and onsite staff guidance. The focused and engaged HCL team, combined with the dedicated onsite training program designed to enhance both technical skills and operational readiness, enabled the WMS to be swiftly embedded into warehouse operations.

In addition to training, nConnect provided **round-the-clock technical support**, promptly resolving operational issues to prevent disruptions. This combination of hands-on guidance and reliable support ensured a seamless transition, enhanced user satisfaction, and enabled HARDERS Contract Logistics to maintain productivity throughout the process.



About Henning Harders

Henning Harders, established in 1987, is an independent, Australian family-owned freight forwarder and third-party logistics provider. The company operates in the logistics and freight forwarding industry, specialising in helping clients manage their supply chains effectively across borders. This includes customs compliance, transportation coordination, and inventory management, which ensures smooth delivery operations worldwide.



Insights from HCL's Growth Journey

With the successful establishment of HARDERS Contract Logistics in Melbourne and Sydney, Henning Harders is looking to capitalise on this momentum by expanding their operations into new strategic locations, including Brisbane, New Zealand, and Perth.

These strategic locations strengthen HARDERS Contract Logistics' regional presence and enable them to better serve their growing client base. Building on the success of their initial contract logistics launch, the company aims to deliver greater value to customers in these markets.

Central to this expansion is the Blue Yonder WMS, which provides scalable infrastructure to optimise operations and adapt to evolving business needs. Its flexibility ensures operational efficiency and allows Henning Harders to meet increasing customer demands without compromising quality or service standards.

With nConnect's expertise and ongoing support, the WMS has been tailored for each location, ensuring seamless integration and sustained growth. This collaboration has had a profound impact, positioning HARDERS Contract Logistics for long-term success by enabling operational excellence and scalability.

This partnership underscores several key learnings for businesses embarking on similar journeys. First, **identifying the right technology partner is critical** for ensuring a smooth implementation process and achieving operational goals. Second, **adopting scalable solutions** like Blue Yonder WMS **allows businesses to remain agile and prepared for growth**. Finally, **ongoing collaboration** between partners and internal teams **is essential for adapting** to industry challenges and **driving sustained success** in a competitive, fast-moving market.



nConnect provides the necessary WMS execution capabilities which allows us to offer enterprise-level and highly customisable solutions to our valued customers across our contract logistics sites.

Jacques Roux

Chief Commercial Officer, HARDERS Contract Logistics

HENNINGHARDERS

Always reliable, always punctual

Henning Harders Pty Ltd is an independent, family-owned freight forwarding agent, trade consultancy and licensed customs broker.

 **BlueYonder**
Fulfill your potential™

Blue Yonder Group, Inc. (formerly JDA Software Group) is an American supply chain management company operating as an independent subsidiary of Panasonic.


nConnect

nConnect is a trusted partner in logistics solutions, specialising in the implementation of advanced warehouse management systems and supply chain optimisation tools.

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