



Case Study

Mantoria and Flexe: On-Demand Warehousing Crosses Borders

Mantoria Inc. partners with Flexe to tap into U.S. customer base and accelerate business growth

Based in Montreal, Mantoria is a family-owned and operated third-party logistics provider (3PL) that specializes in international and domestic warehousing and fulfillment services—helping retailers and brands navigate the complexities of shipping to and from Canada.

Mantoria is a part of the growing roster of Canadian warehouses available within the Flexe network. Because they are a designated Canadian Customs Broker, they have the unique ability to provide an end-to-end solution that helps customers navigate supply chain complexities from clearing shipments at Canada's ports of entry to ensuring parcels reach end-consumers' doorsteps.

When Mantoria had extra warehouse capacity, the team saw an opportunity to work with Flexe to tap into additional revenue and grow their portfolio of clients.

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Florent Bojarski, Director of Sales and Marketing

Flexe

Company name:
Mantoria

Company type:
Logistics, Warehousing, and
Fulfillment Services Provider

Website:
www.mantoria.com

Operates in:
Montreal, Calgary, and Toronto

Type of partnership:
Warehouse Partner in the Flexe
Network

Solution-type accepted:
eCommerce fulfillment,
retail replenishment, and
inventory overflow

Flexe projects:
Ongoing
eCommerce fulfillment

Size of network:
Three facilities spanning more
than 500K sq ft, with plans for
multiple additional facilities



Partnering with Flexe

When Mantoria first heard of Flexe in 2017, the Flexe business model resonated and they quickly recognized an alignment of values between their business and Flexe. Both companies have extensive experience in logistics, and are relentlessly focused on building lasting relationships with customers.

When retailers and brands are looking at international expansion, Canada is often the next logical market. Through Flexe, Mantoria taps into a new customer base, creates a new revenue stream, and bolsters its own expansion plans.

With Flexe, Mantoria provides international on-demand warehousing and fulfillment services to U.S. customers.

Supporting partners with simple, intuitive technology

To manage Flexe projects, Mantoria uses the Flexe technology platform, which is a free, cloud-based warehouse management system (WMS). The technology platform is easy to implement and simple to use, streamlining implementation and accelerating new-project onboarding across Mantoria's different facilities.

"The Flexe technology platform is the biggest benefit for us," said Florent Bojarski, Director of Sales and Marketing at Mantoria. "Getting started was simple, and it is a straight-forward, intuitive, and user-friendly platform."

"Flexe helps make day-to-day operations easier—the technology makes the workflow more convenient and the mobile scanners improve order-picking accuracy," said Bojarski. "With the Flexe software, our employees are more efficient and successful."

Making the match

Based on customer needs, the Flexe team matches new projects with a Mantoria location for eCommerce fulfillment, retail replenishment, and storage.

To date, Mantoria has ongoing eCommerce fulfillment projects with two fast-growing U.S. brands, enabling both to avoid the complexities of international expansion into the Canadian market.

"Flexe does a good job of finding the right client to fit with your organization," said Bojarski. "The Flexe teams are considerate of both the customer and the warehouse provider when curating a match, and I would recommend it as a solution to both customers and providers."

In terms of project success, Bojarski said, "The Flexe planning and onboarding process is detailed and helps us and Flexe customers know what to expect.

It's logistics—moving goods from point A to point B isn't always simple—but the technology platform gives us informative data to keep projects on track, and the Flexe teams are both supportive and responsive."

Bojarski goes on to add, "Our service-level agreements (SLAs) are a priority, and we maintain 99+% accuracy for both our own clients as well as Flexe customers."

Expanding core capabilities

Mantoria provides end-to-end logistics services to its clients, and is an expert in helping retailers and brands navigate international expansion. Because of that, Mantoria is a trusted partner for Flexe and its customers.

Even with strong core competencies, Flexe projects have helped Mantoria expand and grow to support new project types and product profiles.

"Partnering with Flexe has helped us build our eCommerce fulfillment business," said Bojarski. "As a result, our expertise and capabilities with fulfilling a high number of daily orders accurately and on time has grown and we've been able to extend new capabilities to the market."

Building a strategic partnership for growth

When deciding to work with Flexe, Mantoria was forward-looking. "It's no secret that the U.S. market is bigger. Not only did we feel that Flexe would help us expand our U.S.-customer base, but that it would also enable us to tap into new Canadian markets and grow our own network," said Bojarski.

Mantoria operates 500,000 square feet across three facilities in Montreal, and Toronto, all of which support Flexe projects. However, it is also working on expanding its footprint within multiple provinces in the coming year, including in Ontario and Quebec.

"We value our working relationship with Flexe," said Bojarski. "As we grow our network, we will continue to work on new opportunities with Flexe and grow the strategic partnership we have."



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Full-stack logistics services

Mantoria helps clients operationalize international expansion. Warehousing and fulfillment is a central component of Mantoria's business, but it also offers end-to-end international and domestic logistics and fulfillment services to clients.

Mantoria has in-house teams dedicated to managing the day-to-day operations of warehousing and fulfillment, providing clients with full visibility across all activities. It is also a Canadian Customs Broker and provides services to support middle-mile and last-mile transportation.

Similar to Flexe, Mantoria maintains a "customer-first" mentality. It has cultivated a dedicated workforce that is supported and committed to the company and the success of Mantoria's clients, Flexe projects included.

"We knew our partnership with Flexe would be strong," said Bojarski. "We value our customers and the services we offer to the market. We've watched the Flexe team and platform really evolve, and after working with Flexe, it's clear their care factor is as high as ours."

About Mantoria

Mantoria Inc. is a third party logistics company offering international transportation, customs brokerage, warehousing, fulfillment, and technology solutions. With more than 250 years of combined industry expertise, Mantoria offers complete logistics solutions and best-in-class personalized customer service to its clients. In addition, it manages large scale project cargo logistics for a variety of industries and customers, all over the globe.

For more information, visit <https://www.mantoria.com>.

Flexe

About Flexe

Flexe solves the hardest omnichannel logistics problems for the world's largest retailers and brands. Integrating technology, open logistics networks, and elastic economic models allows Flexe customers to move fast, at scale, and with precision. Founded in 2013 and headquartered in Seattle, Flexe brings deep logistics expertise and enterprise-grade technology to deliver innovative eCommerce fulfillment, retail distribution, same-day delivery, and network capacity programs to the Fortune 500.

www.flexe.com