



Customer Success Story

uis



"Wasp Inventory provides tremendous value for what's offered. It's a **very high-quality** platform for a **very reasonable cost**."

— John Horst, Logistics Manager, UIS USA



The Client

United Integrated Services Corp.

United Integrated Services Corp. (UIS USA) is a Phoenix-based subsidiary of United Integrated Services Co., Ltd., a Taiwan-based provider of facility engineering and construction services for the semiconductor industry. Established in 2020 to support its customers' expansion in the United States, UIS currently serves as a general contractor on Taiwan Semiconductor Manufacturing Company's (TSMC) Fab 21 project in Phoenix, Arizona.

The Challenge

UIS USA had historically outsourced its logistics operations. When the company decided to bring logistics in-house, it needed to take over the inventory processes previously managed by its logistics provider, which was already using Wasp Inventory.

The transition was significant. UIS USA was building an internal logistics operation from the ground up to support a large, long-term construction project with thousands of inventory items moving between storage areas, yards, job sites, and engineering teams.

Cost was also an important consideration. UIS USA evaluated other inventory management options, but determined that Wasp Inventory provided the capabilities it needed at a more practical cost.

"Wasp Inventory provides tremendous value for what's offered," said John Horst, Logistics Manager at UIS USA. "It's a very high-quality platform for a very reasonable cost."



The Client

United Integrated Services Corp.

"I'm constantly checking things on Wasp when someone reports something, so I'm able to use it anywhere, anytime." — John Horst

The Solution

UIS USA continued using Wasp Inventory as it brought logistics operations in-house and expanded its internal team. The company currently tracks approximately 35,000 inventory items in Wasp Inventory and uses the system every day to manage inventory moving throughout its operation.

Teams use barcodes to identify and track inventory. Putaway transactions record incoming inventory, while pick tickets help manage items as they leave. UIS USA currently uses Wasp DR6 mobile computers and Wasp barcode printers, with plans to add more equipment as the project expands.

The DR6 mobile computers allow employees to scan inventory directly from racks and the yard as material is picked and loaded onto trucks.

Offline functionality is particularly important at a remote site where Wi-Fi isn't available.

"The offline capability to do all of our work on the Wasp DR6 scanners, and then have them sync up when we're back online, is a very useful tool that we have," Horst said.

Horst also uses Wasp Inventory on his phone to check inventory information when he's away from a computer. "I'm constantly checking things on Wasp when someone reports something, so I'm able to use it anywhere, anytime," he said. As UIS USA continues to expand its use of Wasp Inventory, the team plans to take greater advantage of reporting, audit capabilities, and form customization.



The Client

United Integrated Services Corp.

"The software is set up very well. It's very user-friendly. Everything is clearly defined. It's a very effective inventory management program." — John Horst

The Result

Within a year of bringing logistics in-house with Wasp Inventory, UIS USA built a logistics department from zero to 135 employees across six divisions.

The move also substantially reduced operating costs. According to Horst, the department previously spent approximately \$10 million per month when logistics was outsourced. Today, departmental costs are approximately \$2.5 million to \$3 million per month, a reduction of roughly 70% to 75%.

Wasp Inventory now supports an operation managing approximately 35,000 inventory items. UIS USA has 80 Wasp Inventory licenses and plans to increase that number to 100 during the next phase of the project. In addition to the 135-person logistics team, approximately 350 engineering employees rely on the inventory operation.

"We use Wasp Inventory every day," Horst said. "I have a team of 135 people that rely on it, and all of our engineering team, which is about 350 people. Everybody uses it."



The Client

United Integrated Services Corp.

"The Wasp team has been incredible. Everyone that we've dealt with inside of Wasp has been exceptional." — John Horst

The Result

That capacity will become increasingly important as the project expands. UIS USA is currently working through the third phase of a project expected to eventually include 12 buildings. During the next phase, the team expects to work on two buildings simultaneously, requiring the logistics department to double its capacity.

Horst is confident Wasp Inventory can support that growth.

"The software is set up very well. It's very user-friendly. Everything is clearly defined," he said. "It's a very effective inventory management program."

Horst also praised Wasp's service and support as an important part of UIS USA's experience.

"The Wasp team has been incredible. Everyone that we've dealt with inside of Wasp has been exceptional," he said. "The customer service has been great. Technical support has been great. All the way around, Wasp is a very strong company."

