



How a third-party logistics provider partnered with CarbonWeb to train its team on Claude, rethink its stack, and roll out AI across the organization.

THE CLIENT

Hermeslines is a third-party logistics company that handles e-commerce fulfillment and warehousing for U.S.-based businesses. Their core offering includes order fulfillment with same-day shipping, flexible, low-priced storage, and prep services for Amazon FBA and B2B/retail/wholesale distribution.

THE CHALLENGE

Hermeslines had assembled a capable stack built on monday.com for operations and IT, ShipStation for warehouse management, and make.com to stitch it all together. As order volume, client complexity, and service lines (FBA prep, B2B, wholesale) grew, the stack began hitting limitations. To enable further and consistent business growth, Hermeslines turned to implementing Claude capabilities across the workflow.

CarbonWeb solution

A three-phased rollout with Hermeslines' owners and development team

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PHASE 1

AI strategy and Roadmap



An ongoing monthly advisory retainer focused on guiding their software decisions to help them stay ahead of industry changes. Hermeslines adopted monday.com for operations and IT, ShipStation for their WMS, and make.com for complex workflows. Looking for rapid flexibility, customization, and scale, we advised a move to a custom WMS built rapidly using Claude Code, with Google Firebase and BigQuery as a backend that integrates with ShipStation for carrier connections.

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PHASE 2

Claude Training

A one-month, hands-on training program for the lead developer at Hermeslines, getting him fully set up on Claude Code in VS Code and fluent in its full toolkit:

Skills

Agents

Connectors

Hooks

3

PHASE 3

Rollout and activation

Within 3 months, the new WMS was rolled out to all functions of the the warehouse. Picking, packing, inventory management, and receiving. CarbonWeb had enabled significant development improvements with the introduction of Claude Code. Rollout of CoWork then expanded to organization leaders where it is now used across sales, operations, marketing, and finance.

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The Hermeslines team has very ambitious targets. It became clear that to meet them, they needed custom, scalable software that could change at the current pace of AI-development - Claude



Jack Kubicek

CEO at CarbonWeb

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▶ Hear from our client

SERVICES DELIVERED

- Claude Training Session

Rollout & Activation

AI strategy & Roadmap