

PLAN4DEMAND

SUCCESS!



**There's a lot to be said  
for specialized technical  
expertise, but technology  
alone is no cure-all.**

**That's why Plan4Demand's  
holistic approach to supply  
chain management  
emphasizes business first.**

**See how it paid off BIG  
for this company.**

**SS055:**

**Footwear/Apparel Manufacturer**

## **SUPPLY CHAIN EXPERTISE DRIVES MERGER SUCCESS**

### **PLAN4DEMAND TACKLES THE CHALLENGES SO CLIENTS CAN REAP THE REWARDS OF M&A OPPORTUNITIES.**

When our client company acquired a smaller competitor, company leaders knew they would need to invest in a warehouse management system to integrate the distribution operations of both organizations. But with the subsequent acquisition of yet another company, our client also acquired this newest addition's WMS — PkMS iSeries, by Manhattan Associates.

From a technology perspective, business leaders first addressed the issue of which applications to retain for their newly expanded enterprise. For corporate planning, manufacturing, and accounting they chose the BPCS host software previously used by Acquisition #1. For warehouse management and distribution they decided to stick with PkMS. Once these decisions were made, their next step was to figure out how best to deploy the technologies across their fast-growing company. And as it turns out that decision required more than just out-of-the-box technical know-how.

### **THE RIGHT BLEND OF PROCESS/TECHNICAL EXPERTISE**

Based on Plan4Demand's reputation for deep business process expertise, stakeholders chose Plan4Demand to assist with their cross-enterprise implementation/integration of PkMS. From the outset of an August kickoff, this project, with its January go-live date, initially seemed to warrant a straightforward, almost "cookie-cutter" solution.

The initial goal was simply to implement PkMS in the two newly acquired distribution centers. As our team uncovered details about variations across the enterprise, though, the project grew in complexity, and project leaders soon realized that distinct, customized solutions would need to be designed, configured, and tested for each DC.

### **EACH A LITTLE DIFFERENT, BUT ALL THE SAME**

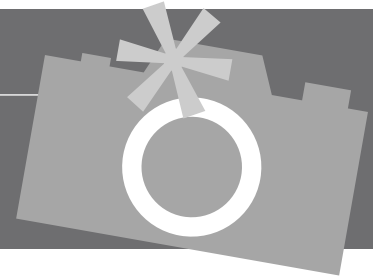
Our client's existing DC used case-level reserve locations, shipping 80% of its volume using a pick and pack module and the remaining 20% from reserve. The two new facilities shipped predominately full-case quantities, but one DC had a pallet-level reserve rack while the other utilized bulk floor locations to store product.

*Plan4Demand is a client advocate and is in no way sponsored by any software vendor.*

## Solution Snapshot

**Problem:** Following two separate acquisitions, supply chain business leaders with this company needed guidance on the best way to blend both multiple operations and WMS technologies.

**Solution:** Plan4Demand's supply chain specialists relied not only on their technical expertise in PkMS from Manhattan Associates but also on extensive industry expertise to lead the way.



Because of these storage/shipping variations, the implementations for each of the new DCs would need to be planned and configured separately yet with an eye toward creating an overall enterprise solution with a fundamentally common global perspective.

With this mandate to mirror configuration of the DC systems as much as possible, while maximizing the unique benefits of each, the two main facilities were restructured to run similar processes, the exception being their unique case-level/pallet-level reserve storage practices.

Plan4Demand's consultants also configured identical interfaces between the various PkMS instances and the common BPCS host system, as well as between PkMS and the receiving processes at each of the DCs.

The primary operational challenge our consultants faced was how to accommodate the unique putaway processes at each of the DCs. While one facility required a user-initiated/user-directed approach to manually place individual IDCASE records into reserve, the other facility palletized received cases and then relied on a user-initiated/system-directed approach to find an appropriate reserve location and then direct the pallet of cases to it

The third DC required yet another approach altogether. This DC maintained less than 30 SKUs and was used for bulk shipping to a single customer. The strategy was to process everything en masse via a single terminal without any RF infrastructure. This was accomplished by bridging SKU-level ASNs to PkMS and receiving the entire shipment to locations via the terminal. Shipments were packed complete during the wave process, labels were manually applied, then shipments were processed.

### SEASONED EXPERTS DELIVER FAST-TRACK RESULTS

After our team reviewed the current systems and methods they had new processes designed by the beginning of October. Except for minor changes, these processes were quickly reviewed and approved for configuration.

While all this was going on, our client had teams implementing the host system from their newly acquired company back into their existing facilities. As a result, they pushed their initial go-live date from January into March.

Such delays can often present problems or stall implementation teams, but not Plan4Demand's. While assessing the distribution facilities, our consultants had uncovered multiple opportunities to enhance operations, increase product tracking, and improve inventory accuracy. So the delay actually provided enough time for our seasoned supply chain veterans to implement the improvements *in the midst* of their ongoing project and provide immediate benefits in our client's existing DC.

Despite resource constraints caused by the fluid nature of this project and its complex processes, Plan4Demand consultants never lost sight of their obligation as client advocates, dedicated to ensuring the long-term value of our client's investment.

**Plan4Demand** is a consulting services firm that helps Global 500 corporations and mid-market companies increase profitability and reduce operating costs by maximizing efficiencies across their supply chains.



#### People—Process—Technology

By first collaborating with your **people**, we jointly determine the best ways to optimize your **process** requirements. Only then do we move forward with the right **technology** to help you achieve your bottom-line goals.

**plan4demand**  
Global Supply Chain Specialists

Call Plan4Demand at **866.P4D.INFO**  
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