

Alphamega implements Indigo WMS in two DCs



Alphamega Hypermarkets, the largest supermarket group in Cyprus, is completing the first phase of implementing Indigo WMS to streamline the company's new, purpose built warehouse operations. Indigo's warehouse management software solution is initially being deployed at Alphamega's 2,200m² non-grocery warehouse, with a second implementation scheduled for completion in early 2018. This will automate a new, purpose built 7,000m² grocery distribution centre with temperature controlled zones.

As Cyprus' fastest expanding supermarket chain, Alphamega currently has 11 stores and 1,200 employees. A large proportion of the products on sale at Alphamega stores originate from elsewhere in Europe and around 50% of these are own brand items from one of the UK's biggest supermarket chains. Prior to appointing Indigo as supply chain software consultants, Alphamega's stores would receive multiple stock replenishment deliveries throughout the day, shipped directly from individual food and non-food suppliers. These goods would be held locally within each stores' stockroom area before shelves were replenished, resulting in inefficiencies, business disruption and inevitable stock spoilage.

Although this distribution process had been adequate in the past, in order for Alphamega to further expand as a business, guarantee quality, efficiency levels and reduce wastage levels, the company needed a centralised warehouse, run using advanced warehouse management software. It also needed the ability to refrigerate perishable food items that were held in stock and reduce the number of deliveries being received each day by stores, which disrupted retail operations.

Alphamega also wanted to benefit from more detailed business intelligence on an ongoing basis. The company had data on the movement of products around the business, but could not

track product volume data or schedule deliveries in real-time and had no way of monitoring supply chain performance levels according to operational KPIs. In addition to increasing efficiency levels and measuring KPIs, using Indigo WMS will enable Alphamega to improve traceability levels, by enabling goods to be tracked from the moment they leave a supplier's warehouse, into their new DCs and then out onto retail stores for replenishment.

"In order to sustain business growth levels and cope with increased competition from rival operators and discounters, we needed an improved distribution infrastructure and better organised warehouse operations. Indigo WMS gives us all these capabilities and more. We can improve the levels of service we offer our retail outlets, maximise operational efficiency at all levels and provide our customers with the best possible product quality and freshness," says Stelios Papaxanthos, Financial Director at Alphamega.

"Once Indigo is fully implemented, Alphamega will have the ability to centrally manage warehouse operations in real-time and use technology to support the company's business expansion goals with an efficient and connected supply chain system," says Mark Wilkinson, Supply Chain Consultancy Manager at Indigo Software.

Alphamega is also using an Infor ERP solution which is fully integrated with Indigo WMS. In the future, the company plans to further optimise picking processes with Indigo WMS, to improve fulfilment efficiency and introduce multiple order picking.

Indigo is a leading warehouse management software solutions provider. As a Global warehousing and logistics supplier, we provide WMS software either on premise or in the cloud to customers across the UK, Europe and APAC across a variety of industries.

INDIGO SOFTWARE
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TaylorMade drives warehouse productivity with voice-enabled picking

Thirty years ago, TaylorMade disrupted the golf industry with a revolutionary new driver made of stainless steel. Today, TaylorMade still makes the #1 driver and is a favorite of golfers.

The golf industry has faced strong headwinds in recent years, and TaylorMade was looking for new ways to drive profitability. Order picking is a time-consuming and costly activity in any warehouse in any industry, and the ability to pick orders efficiently has a big impact on customer satisfaction.

"We were looking for ways to increase picking productivity," says Jeff Peterson, project manager for operations at TaylorMade. Peterson, along with Brett Trotter, shipping operations supervisor, decided to take another look at voice-enabled picking.

TaylorMade considered using voice recognition for picking in the past, but high cost and implementation difficulties were insurmountable hurdles. But with cost pressures mounting, Trotter and Peterson took a fresh look at voice-enablement solutions. "The best thing for us was seeing what was out there," says Peterson. "We visited warehouses that implemented different systems where we could try it out."

Many of the products they encountered required significant effort before delivering value, but then, with the help of its consultant, RESOURCE Supply Chain Solutions, TaylorMade discovered Ivanti Speakeasy, powered by Wavelink.

"After a thorough evaluation process, we recommended Ivanti Speakeasy based the ease of implementation, flexibility, scalability and overall lifecycle investment," says Carlos Vega, president of RESOURCE Supply Chain Solutions.

"Speakeasy is a newer, fresher, and better way to do



voice picking without having to change your backend systems," says Peterson. "One of the main reasons we chose was implementation time. With Speakeasy, we didn't have to overhaul our warehouse management system."

In addition, TaylorMade uses Ivanti Terminal Emulation, so workers can access the warehouse management system directly from their mobile devices. Ivanti Avalanche is used manage the mobile devices in the warehouse, keeping them at peak productivity.

TaylorMade added voice to its order picking process in about two weeks. As a client-side solution, Speakeasy didn't require changes to applications or the addition of middleware. That allowed the pickers to begin using Speakeasy a few months before the busy season started. The difference was immediate.

IVANTI
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Blue Group rolls out BigChange Mobile Workforce Management technology

Blue Group, leading specialist provider of materials processing equipment for the quarrying and waste recycling industry has implemented BigChange's 4-in-1 Mobile Workforce Management Platform across its Service division. The all-in-one system is fully integrated with Blue's SAP Business One ERP system and provides intelligent job scheduling, an Android mobile app for service technicians and real-time tracking of all vehicles across the fleet. The solution was implemented by BigChange in partnership with Blue's SAP Business One integrator, Frontline Consultancy.

Blue Group chose BigChange as part of a digital transformation project to enhance customer service and automate the warranty claims process. The BigChange system has revolutionised the booking and scheduling of planned and reactive maintenance, connecting customer service teams with mobile technicians in real-time. Intelligent scheduling has replaced the use of Outlook and jobs raised in SAP are instantly synced with the BigChange platform. It allows advisers to quickly offer customers urgent maintenance slots at a time and date to suit them, considering real-time technician and equipment availability, proximity to the customer and live traffic data. The intelligent scheduling engine ensures maximum flexibility for the customer whilst minimising travel time and distance, driving fuel savings and a reduction in emissions.

Real-time visibility of the operation ensures customer service advisers are empowered to answer customer questions in an instant and automated estimated time of arrival (ETA) alerts by email and text message ensure customers are always fully informed.

Peter Lidbetter, Group IT Director at Blue Group said: "BigChange have worked extremely well with everyone involved in this project. Across the

business they have always been willing to go the extra mile and give us the support needed to take the project forward. As a company they are at the cutting edge of service management, producing a fantastic product that is easy to use for everyone involved from our service engineers to the back office staff."

Stuart Hardiman, Commercial Service Manager at Blue Group commented: "The BigChange technology has put us in another league and has made the customer experience completely seamless. It has empowered the entire service team and gives us true real-time visibility into the KPIs that are fundamental to successful service delivery."

Blue Group supply, install and maintain crushers, screeners, shredders, material handlers and recycling plants for leading industrial users across the UK and Ireland from 8 strategically placed sites. They provide an industry leading maintenance offering to maximise uptime and to keep machines running efficiently. The group turned over in excess of £100 million in 2017.

The BigChange technology is saving hundreds of thousands of pieces of paperwork annually, and has replaced an electronic pen and paper based legacy system with digital workflows running on rugged waterproof Samsung Android Tablets. Each day, Blue technicians complete an electronic walkaround check, logging and photographing any defects that are managed to resolution via integrated fleet management functionality. On starting their timesheet, technicians have instant access to their jobs for the day with detailed information about each customer, site and machinery. Job data is automatically loaded into the integrated sat-nav with turn-by-turn guidance and live traffic updates. On arrival, the app takes care of risk assessments and method statements and guides the technician through



equipment specific service workflows, capturing a detailed audit trail. Photos are captured during the service process for added proof of service.

On completion, customers automatically receive electronic job-cards via email, proactively confirming completion. This instant sync with the back-office means no 'paperwork' needs to be returned for processing and allows Blue group to instantly raise warranty claims, avoiding any delays and boosting cashflow. The system is also delivering duty of care benefits for lone workers, providing confirmation that all engineers have returned home after their jobs.

BigChange founder and CEO Martin Port said: "With their adoption of the latest BigChange technology, fully integrated with SAP Business One, Blue Group are delivering a world class-leading customer experience that will maintain their competitive winning edge in the market."

Caine Fearn, Managing Director of Frontline Consultancy commented: "Frontline have been working in partnership with BigChange to deliver a truly business changing solution for Blue Group. With a fully integrated SAP Business One back office and their remarkable field service application, Frontline and BigChange have delivered a complete, scalable business solution for anyone serious about field automation, job & stock control and customer service."

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