

Coastal Pet leads Indigo to further US expansion

Ohio based pet products specialist, Coastal Pet, has appointed Indigo Software to deploy Indigo WMS at its 400,000 sq ft manufacturing site. A family owned, multichannel manufacturing business, Coastal Pet is the US market leader in dog collars, leads and harnesses, offering over 7,500 unique products. Intended to enhance productivity levels among warehouse operatives, implementation of Indigo's warehouse management software is due to commence in Q2 of 2018.

Coastal Pet is well known for having highly efficient logistics operations, serving B2B trade customers including large retailers and major pet supply distributors. Although the company does not sell its products directly to consumers, it fulfils a rapidly growing number of e-commerce orders placed through its network of distribution partners on behalf of customers.

Coastal Pet prides itself on being the industry leader in accurate and on-time delivery, achieving high accuracy levels for all shipments plus consistent, on-time delivery KPIs. Despite running such an efficient logistics operation, the company had identified further productivity gains could be achieved by implementing a dedicated WMS system. Introducing Indigo WMS would deliver real time inventory accuracy, by eliminating time delays between inventory transactions when items were either awaiting putaway or pre-picked and awaiting dispatch. In addition, available warehouse locations could be identified automatically, avoiding the need for operatives to search for putaway space.

"We require real-time inventory accuracy at every warehouse picking location to avoid having to wait for the system to be updated and we also want to support more efficient floor delivery in the manufacturing area," says Steve Caruso, Operations Director at Coastal Pet. "Currently, raw material replenishments are directed to multiple locations across the entire production facility and a significant amount of time can be spent delivering items when travel paths are not optimized."

Overall, Coastal Pet has estimated that their investment in Indigo WMS will generate significant cost savings. As a result of reducing the number of man hours required to run the warehouse, operatives can be re-assigned to support other areas of the business, without incurring additional expense.

"Although our picking is already optimised for speed utilizing voice picking, the lack of WMS means we cannot process inventory



transactions in real time and results in missing time sensitive information about whether items have actually been picked from the location. This in turn impacts our ability to accurately cycle count and improve stock auditing and replenishments," adds Caruso.

Following a review of leading WMS technology solutions, the company selected Indigo WMS because of Indigo's credentials in voice directed technology and extensive Infor Aurora ERP integration experience. In the future if Coastal Pet expands business operations across multiple warehouses, the investment in Indigo will ensure the company has the foundations in place to scale rapidly, with minimal disruption to service levels.

"Right from the outset we felt very confident that choosing Indigo as our WMS technology partner meant we would minimise implementation risks and maximise business continuity. The company's consulting team have quickly developed an in-depth understanding of our business and how processes could be improved using their WMS technology, plus we are very reassured by Indigo's ERP integration capabilities, which

had been proven across many reference sites," says Dana Duff, IT Director at Coastal Pet.

"Both Coastal Pet and Indigo put in a lot of effort pre-contract, to ensure that the proposed solution will meet Coastal Pet's operational requirements and minimise any impact to business continuity. The implemented solution will include Indigo's WMS and voice suites integrated with their Infor Aurora ERP solution," says Mark Leavy, Sales Manager at Indigo Software.

"Coastal Pet operates with a high degree of agility and proactivity at every level of strategic decision making and clearly understands the important role technology must play in advancing the company's growth strategy. Choosing Indigo WMS serves as an important endorsement of our solution and we are delighted to have the opportunity to prove the impact a dedicated WMS can have, to further improve an already well optimised and impressive logistics operation," says Eric Carter, Solutions Architect at Indigo Software.

INDIGO

www.indigo.co.uk

WCS' alliance with Optricity offers peak warehouse performance

WCS (Worldwide Chain Stores) and Optricity have announced a partnership that brings an advanced, integrated slotting offering to WCS' leading warehouse management system, CSnx. The two companies will offer a complementary solution that will enhance WCS' existing slotting capabilities, and provide businesses – typically where inventory turns are high or operational constraints are challenging – with the opportunity to optimize product allocation and improve picking efficiency.

"Reducing costs and increasing efficiencies are at the forefront of our customers minds," commented Joshila Makan, CEO, WCS. "Retailers are continually adding new product lines, and new inventory is being brought into the DC almost weekly. These new capabilities afford greater understanding of the warehouse on a day-to-day basis and a more granular level. The benefits are numerous, but ultimately, dynamic slotting's real value lies in increased productivity, lower operating expenses and reduced capital expenditures. Optricity is an ideal strategic partner – their technology is innovative and their customer service ethos matches our own, WCS looks forward to working with Optricity into the future as we drive new benefit for our clients."

WCS has long been known for its strong static and random slotting, however the need for dynamic slotting has increased where complexity in the warehouse has become more challenging. Through the alliance, WCS' WMS CSnx, and Optricity's software optimisation technologies, including the advanced slotting technology OptiSlot DC™ (OptiSlot), will be able to provide a fully integrated solution to solve some of the most intricate challenges within the four walls of the warehouse. A seamless

integration between the two systems will allow operations to run at peak performance.

Landon Davies, Vice President at Optricity said, "This partnership gives us the opportunity to provide customers with a solution that will take businesses one step ahead in terms of managing efficiency in the warehouse. Retailers are struggling with increasing consumer demand and the need for faster distribution response times; our software, combined with CSnx, will deliver a world class solution that provides a competitive advantage for operations that want to improve processes, benchmark best practices and outperform prior KPIs.

We believe achieving a best in class outcome for customers takes hard work, dedicated employees and can be supported by state of the art technology – now possible for alliance customers because of the partnership with WCS. We look forward to supporting this integrated initiative as we work jointly with WCS to help customer achieve the best outcome, with the most efficiency – saving them both time and money."

With over 40 years' heritage and customer relationships that have stood the test of time, WCS is a dedicated provider of comprehensive supply chain execution technology, services and solutions – ranging from warehouse management, billing and procurement through to voice, labour management, POD, asset management and analytics. Engineered to be future-proof, the company's flagship product, CSnx, is a next generation technology platform offering organisations easy to use, flexible, scalable and relevant out-of-the-box capability to automate, diagnose and seamlessly manage today's complex omnichannel supply chain operations.

WCS

www.wchainstores.com

OrderWise head to FSB finals

A Lincolnshire software business, which has customers across the UK and Ireland, has scooped yet another award, this time for product innovation.

OrderWise, based in Saxilby near Lincoln, won the Business & Product Innovation category at the Federation of Small Businesses (FSB) Celebrating Small Business awards in Nottingham last month.

This follows a host of award wins last year.

OrderWise will now be entered into the national finals at the Westminster Park Plaza in London on Thursday 3rd May.

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