



Your Integrated Supply Chain Partner



Discover Tompkins



## WE'RE **PROVEN.**

**OUR METHODOLOGY DELIVERS RESULTS.**

Tompkins combines **best-in-breed** services and technologies to deliver **true end-to-end supply chain solutions** for our clients.

## WE'RE **THERE.**

**RIGHT WHERE YOU NEED US.**

Tompkins has helped companies in **more than 30 countries on six continents.**

# WE'VE **GOT YOUR BACK.** OUR SUCCESS IS BUILT ON TRUST.



SINCE **1975**

**"Your Integrated Supply Chain Partner"**

Expertise, thought leadership and innovative, value-driven solutions for **more than four decades.**



MORE THAN **1,000**

of the **WORLD'S MOST RESPECTED CORPORATIONS and BRANDS...**

...Have realized **increased efficiency and profits** thanks to our services and technologies.



OVER **85%**

of our clients **CALL US AGAIN.**

We're there for you, and we are **committed to partnership.**

# WE ARE DRIVEN TO OUTPERFORM. NO INDUSTRY LEFT BEHIND.

We exist to make organizations like yours **strong, efficient, sustainable, profitable, competitive and responsive to change.**



Retail & E-commerce



Food, Beverage & Consumer Goods



Energy, Materials & Resources



Government & Public Agencies



Industrial Distributors



Science, Chemical & Pharmaceutical



Third Party Logistics



Private Equity & Investment

## Recent Accolades



ALM Intelligence  
**BEST**  
LOGISTICS CONSULTANTS  
2018



Ranks Tompkins as one of  
the world's Top Six.

**Gartner**

2016 Market Guide for Supply Chain  
Strategy and Operations Consulting

2017 Market Guide for Supply Chain  
Planning System Integrators

2020 Market Guide for Supply Chain  
Strategy, Planning and Operations Consulting

**SUPPLYCHAINBRAIN**







## WE'RE **DIFFERENT.** THOUGHT LEADERSHIP HELPS US SEE AROUND THE CURVE.

*There are several factors that differentiate Tompkins that will have direct and sustainable impact on our performance on this project. The top four of these factors include:*

### **1. Experience in DC Design, Operations and Network Analysis**

For over 45 years, Tompkins has been performing distribution network, DC and WMS analysis, design and implementation projects. We have an experienced team to leverage our proven methodologies and tools to deliver the best-tailored solutions to the client.

### **2. Client Partnerships and Collaboration**

We have a strong heritage of solution delivery based upon collaboration and teamwork in order to achieve optimum results. A project can only be successful when both parties share their expertise and work side-by-side. The client will bring to the project an in-depth understanding of its business, and we will bring our proven methodologies and decades of experience.

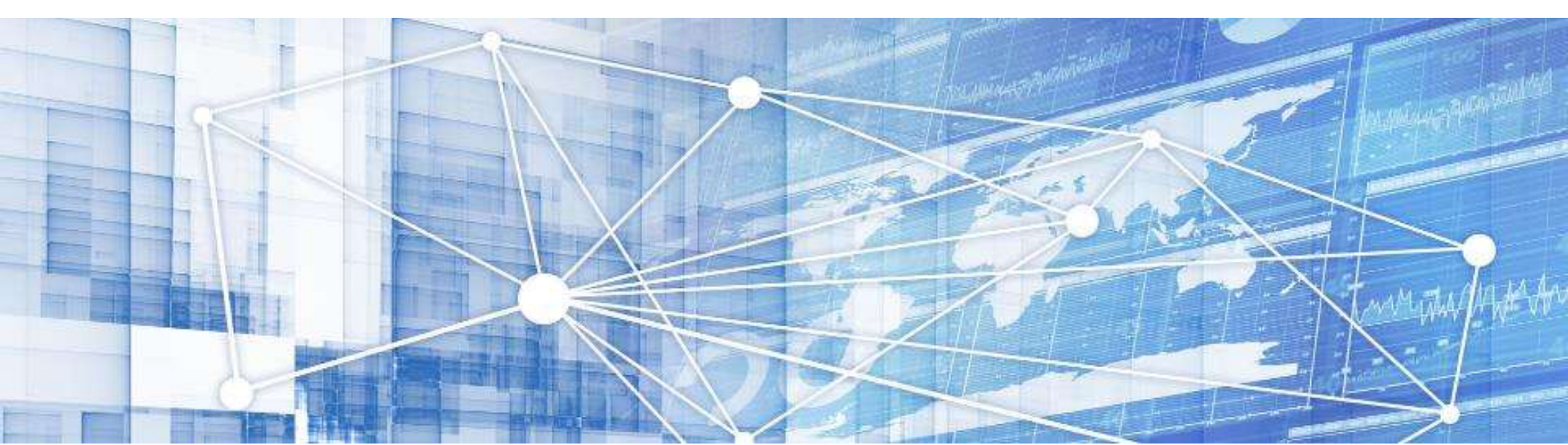
### **3. We Can Implement What We Design**

We employ an unbiased approach to system integration. We stand behind our designs and value-engineer them to optimize the system and drive out cost.

- *Freedom to leverage entire supplier base by selecting the right equipment and systems to meet the client's unique requirements. Aggressive equipment pricing based on our buying power and vendor intelligence.*
- *Cornerstone, Tompkins WCS/WES, is the foundation that ties all of the pieces together.*

### **4. Project Management**

Tompkins has a strong project management program that enables us to monitor our project progress and ensure completion of all project steps within the specified time.



# FROM **STRATEGY** THROUGH **IMPLEMENTATION**.



## **Strategy Before Structure**

By ensuring alignment of operations and business strategies, we identify the capabilities needed to achieve desired growth, service levels and margins.



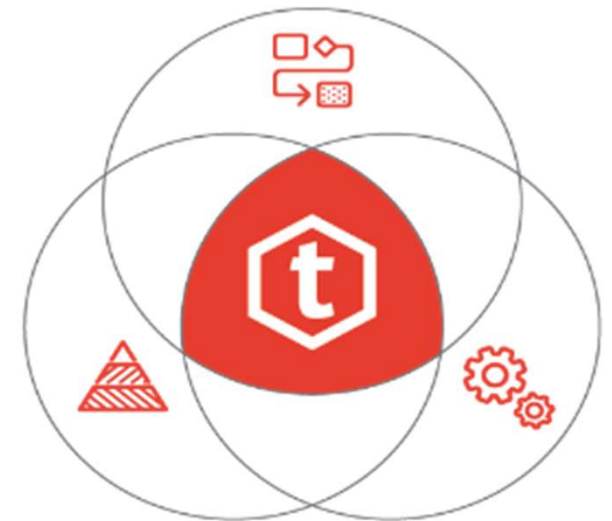
## **Determine the Right Structure**

By focusing on the right capabilities to enable, we select and/or design processes, organizations, technologies and infrastructure tailored to achieve the desired service performance level(s).



## **Implement it Successfully**

By leveraging real-world experiences in the design phases, we deliver on-time and on-budget project implementations that realize the required ROIs.



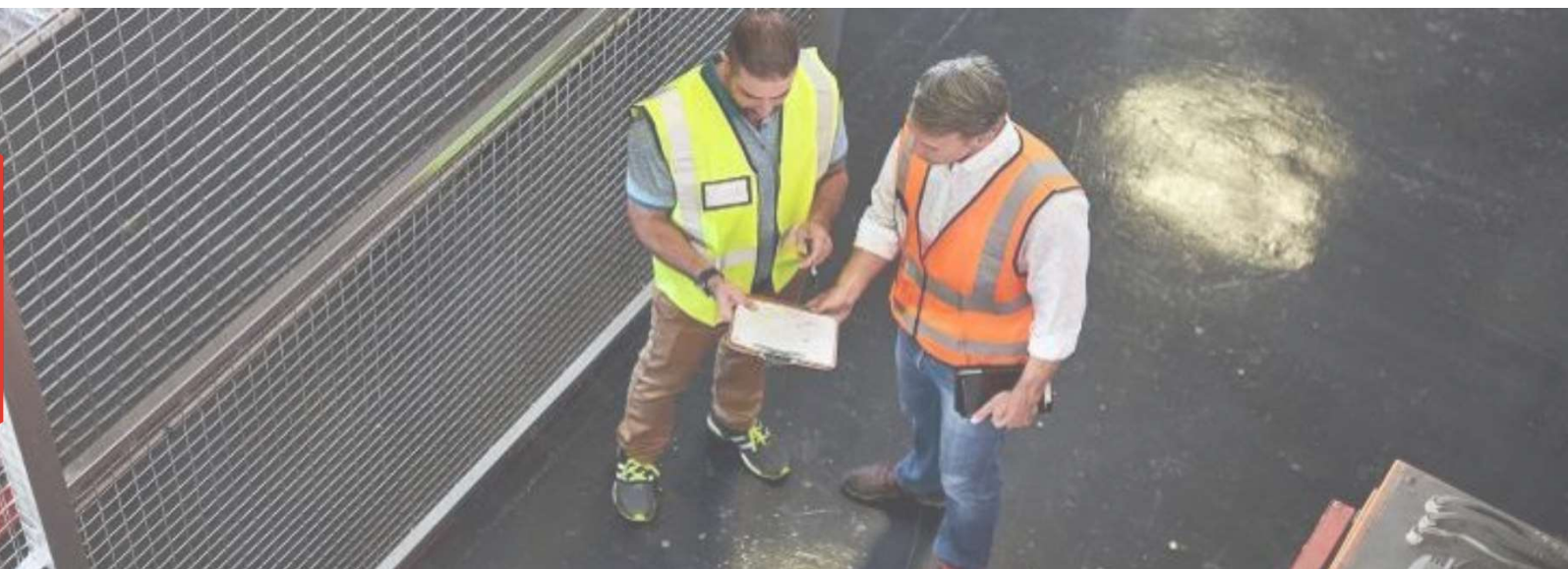




## Business Units



supply chain  
consulting



Since 1975: Your Integrated  
Supply Chain Partner

For more than 45 years, Tompkins Solutions has helped clients achieve supply chain excellence and profitable growth by designing and deploying scalable, agile solutions capable of adapting to meet evolving customer and business demands.

Our supply chain consulting experts combine market intelligence and analytics with the right processes, systems and material handling equipment to plan, design and build networks and distribution centers that support each client's unique needs.

Our customized, data-driven approach results in a true end-to-end supply chain that enables clients to deliver an amazing customer experience and ensure long-term success.

**MORE  
THOUGHT  
LESS  
STEEL**

You Don't Just Need a Consultant,  
You Need the World's Best.



supply chain  
consulting

## Services Include:



Distribution &  
Fulfillment Services



Implementation  
Services



Network Optimization



Supply Chain  
Technology Systems



Inventory Planning &  
Management



Manufacturing &  
Production



Supply Chain Services




Transportation





material handling  
integration



Our Material Handling Integration solutions provide greater thought around your business' real needs, balancing costs with benefits, instead of simply relying on equipment. While many companies design facilities that depend heavily on conveyors and other mechanization, there are smarter design solutions that provide more productivity, throughput and flexibility—often with less capital investment.

Effective and efficient systems within distribution and fulfillment centers are essential to every company's profitability. In fact, the recent surge in online ordering and changing customer expectations dramatically impacts material handling in distribution and fulfillment centers.

We offer the specialized knowledge and experience to facilitate affordable material handling designs at the lowest possible operating costs for short- and long-term distribution needs. Look to Tompkins for designing, implementing and supporting material handling integration within your facilities.



material handling  
integration



Tompkins' approach to material handling integration does not focus on particular equipment or products, but on a **complete solution driven by the needs of your business.**

- Material Handling Equipment Systems Design
- Turnkey Implementation Services
- Material Handling Systems Lifecycle Support
- Emerging Technology Center





# cornerstone

## Product Overview

---

Cornerstone, Tompkins' proprietary Warehouse Execution/Control System (WES/WCS), provides operational insight and performance optimization throughout the supply chain. It is a flexible, integrated system that has advanced management capabilities for inventory control, resource scheduling and order management. It is modular, easily configurable and platform independent to easily adapt to your current and future needs. Cornerstone is a comprehensive, intelligent and cost-effective solution that is easy to install, integrate and use.

Cornerstone modules include:

- Cornerstone Navigator
- Cornerstone IMS
- Cornerstone OMS
- Cornerstone SMS







# System Components

cornerstone	cornerstone WCS/WES Warehouse Control & Execution Software			
	PLAN	EXECUTE	VERIFY	REPORT
<b>IMS</b> Inventory Management	SLOTting LOCATION CONTROL CROSS DOCKING	RECEIVING PUT-AWAY PRODUCT TRANSFER REPLENISHMENTS	CYCLE COUNTING PHYSICAL INVENTORY QUANTITY ADJUSTMENTS AUDIT TRAIL	PALLET BUILDING BOL / MANIFESTING ADVANCED SHIP NOTICE LOCATION METRICS
<b>SMS</b> Shipping Management	RATE SHOPPING SHIP METHOD OVERRIDE ADDRESS VALIDATION	MULTI-CARRIER SHIPPING DOMESTIC/INTERNATIONAL CARRIER COMPLIANT LABELS AUTOMATED PRINT & APPLY	EMAIL SHIP NOTIFICATION BUSINESS RULES SHIP LABEL CONFIRMATION	CARRIER COMPLIANT DOCS END OF DAY PROCESS SHIPPING COST
<b>OMS</b> Order Management	WAVE PLANNING SKU ALLOCATION CARTONIZING WORKLOAD BALANCING	PAPER PICKING RF PICKING PICK-TO-LIGHT VOICE DIRECTED AUTOMATED PICKING SYSTEMS	CONTENTS LIST MANUAL PACK VERIFY WEIGHT CHECK VERIFICATION SCAN/PACK AUDIT RULES	INVOICES/PACK SLIPS FILL COUNTS PICK PRODUCTIVITY SKU METRICS
<b>NAVIGATOR</b> Conveyor Management	ROUTE PLANNING FLEXIBLE MAPPING	REAL-TIME SORTATION HOST/WCS DIRECTED ROUTING ZONE SKIPPING ROUND-ROBIN SORT RATE CONTROL	IN-LINE SCALE DIVERT CONFIRMATION CARTON TRACKING SCANNER LOG	SCANNER STATISTICS SORT STATISTICS
<b>TOOLKIT</b> Core Components	FLEX SCREENS™ GRAPHICAL USER INTERFACE SECURITY CONTROL SYSTEM PARAMETERS	HOST INTERFACE SERVICE MANAGER EMAIL/TEXT ALERTS	DIAGNOSTIC TOOLS STATISTICS DEBUG TRACING	FLEX REPORTS™ EXCEL EXPORT CRYSTAL REPORTS

WES

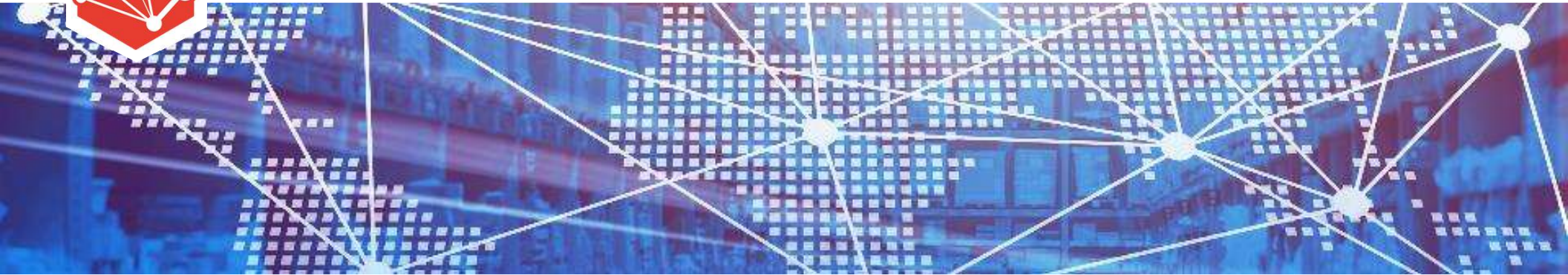
WCS



**Tompkins  
Service Lines**



# Network Optimization



Network optimization plays a key role in controlling costs, managing complexity and increasing profit margins, but it can do even more for your business.

Tompkins goes beyond the fundamentals to develop strategically robust and responsive networks for our clients. The configuration, equipment, capacities and placement of your facilities are planned with consideration of cost fluctuations in inputs, product lifecycles, changing distribution channels, market segmentation (and new opportunities), and creating an environment for improved top-line revenue.

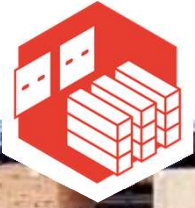
**We utilize the following modeling tools to support network planning:**

- Llamasoft Supply Chain Guru Optimization Software
- Tompkins Proprietary In-House Network Model

**In addition to Network Strategy, Modeling and Design, we also offer the following services:**

- Capacity Analysis
- Inventory Deployment Strategy
- 3PL Selection
- Site & Builder Selection





# Distribution and Fulfillment Services



The DC/FC environment is at the heart of Tompkins' synergistic expertise, where our supply chain **thought leadership and engineering ability** are creating the warehouse of the future.

Tompkins' DC/FC solutions are customized based on your specific business requirements and value-engineered to maximize ROI. We identify your unique needs and evaluate multiple solutions to determine the optimal layout, equipment, technology, automation and labor requirements to provide the best capabilities and value over the life of your facility.

Our services in this area include:

- Tactical Planning
- Distribution and Fulfillment Center Design
- Storage and Material Handling Solutions
- Process Flow Design
- Labor Productivity
- Business Case Development



# Implementation Services



**A great design is only as good as its implementation and application.**

Tompkins' experienced team of project managers and on-site field engineers help clients successfully deploy and start up greenfield and retrofit distribution and fulfillment centers. Our proven methodology supports a successful implementation schedule while minimizing the impacts to your ongoing critical operations. We shift the project schedule risks from you to us while reducing your internal labor commitments and costs. Tompkins maintains a senior resource from the design team throughout all phases of the implementation and start-up process to ensure the original requirements of the operation and nuances of the design remain intact once the system is active.

**Our services in this area include:**

- **Detailed Design** of material handling solutions to refine strategic concepts
- **RFP Development** and **Vendor Selection** based on ranked metrics
- **System Simulation** to confirm requirements for automated solutions
- **Site & Building Selection**
- **PMO and Implementation Services**



# Supply Chain Technology Systems



Tompkins team can drive your supply chain technology initiative from assessment of opportunity through post-implementation evaluation.

The best technology solutions don't start with products—they start with an in-depth understanding of your business, objectives and goals. We begin by ensuring that you have the right processes and applications in place to support your unique business requirements. Leveraging our extensive knowledge of the technology marketplace and our proven methodologies, Tompkins' team of experts can lead the selection and implementation of the best solutions based on your specific needs and long-term goals.

**Our services in this area include:**

- **Supply Chain Technology Assessment**
- **Supply Chain Technology Selection**
- **Supply Chain Technology Implementation**





# Inventory Planning & Management



Tompkins looks at every area impacting your inventory to create a comprehensive inventory management strategy that will enhance financial performance and customer satisfaction.

Tompkins helps clients develop an effective approach to inventory management. We analyze the impact of internal and external factors to integrate inventory with purchasing, manufacturing, distribution, marketing and sales to create inventory policies that make sense.

## Our solutions consider:

- **Client needs** and their influence on in-stock/fill rates, lead time and accuracy
- **Costs** incurred from purchase transaction expenses, manufacturing set-up/changeover expenses and more
- **Operation changes** driven by promotions, recalls and SKU proliferation
- **Technology** and its ability to provide trend, profiling and seasonality-based forecasting; trading partner visibility; and planning collaboration
- **Corporate goals**, whether revenue, unit sales, RONA/GMROI or A/P increase



# Manufacturing and Production



For manufacturing to excel, optimizing the flow of information and materials is vital to remove waste, improve efficiency, reduce costs and better serve the consumer.

Manufacturing still plays a significant role in the economy and has been transforming from isolated silos building inventory to an integrated component within an overall supply chain strategy. Tompkins' approach to manufacturing and production focuses on information and material flows, improving overall equipment effectiveness (OEE), reducing work in progress (WIP) and eliminating waste.

## Our services in this area include:

- Plan for Every Part
- Material Flow & Delivery
- Line Feed
- Material Storage & Handling
- MES Selection & Implementation
- Simulation



# Supply Chain Services



Tompkins has been designing and implementing supply chains for over four decades—our ability to guide you through a complex implementation is at the heart of our heritage.

Even after channeling considerable resources into the planning and execution process, many companies frequently experience dissatisfaction with the results of supply chain transformation efforts. Too often this is a result of supply chain assessment or strategies failing to meet expectations due to poor implementation.

Tompkins' business leaders bring a depth of service knowledge, technical ability and objectivity to help you design and implement a supply chain that aligns with your corporate goals.

## Our services in this area include:

- Advanced Supply Chain Workshop (ASW)
- Supply Chain Assessment
- Logistics Service Provider Selection
- Supply Chain Strategy Development
- Site Selection and Incentive Analysis





# Transportation



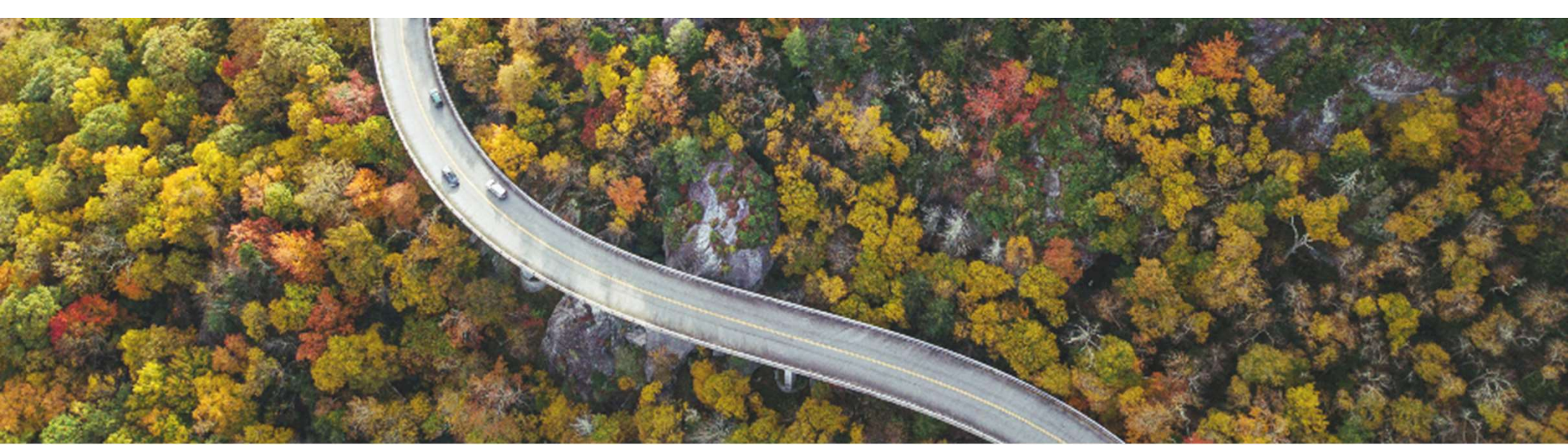
## Today's shippers face intense cost and service pressures.

With driver shortages, tight carrier capacity, changing hours-of-service regulations, route congestion, fuel price volatility and exacting customer demands for the “perfect order,” companies are challenged to extract best-in-class performance from their transportation operations.

Tompkins’ proven methodology and holistic approach provides companies with the strategy and tools to turn this cost center into a competitive advantage and flip the discussion towards growth in top-line revenue and customer experience.

### Our services in this area include:

- **Transportation Assessment**
- **TMS Selection & Implementation**
- **Transportation Modeling & Mode Optimization**
- **Site Planning & Traffic Flow**
- **Transportation Strategy**
- **Private Fleet**



## WE'RE PART OF **THE SOLUTION** FOR A SUSTAINABLE TOMORROW.

**Sustainability is integral to what we do as a company.** By making supply chains more efficient, we help ensure that current generations can meet their needs without preventing future generations from meeting theirs.

Having designed and implemented LEED silver certified warehouses, Tompkins understands how complex and rigorous the requirements can be. We also understand how improvements that support sustainability, such as reduced travel, improved lighting, elimination of waste, etc., can also be used to drive cost reductions without the need for certification.

Tompkins provides corporations with **scalable, intelligent logistics solutions** that can dramatically reduce operational (and carbon) footprints in the realm of e-commerce, distribution and fulfillment.







## Methodology & Tools



# Design to Go-Live

## Overall Program Management

The goal of Tompkins' program management is to not only ensure success within our scope, but also to be available to our clients as the resource and subject matter experts for any and all implementation-related tasks.

### Phase I Design/ Master Plan

- Project launch and data collection
- Review existing operations and current design proposals
- Establish objectives, goals and priorities
- Define functional and operating requirements
- Identify and document alternative designs and operational strategies
- Finalize the design and develop path forward to implementation

### Phase II Detailed Planning

- Detail design drawings
- Finalize overall slotting strategy
- Develop detailed master implementation schedule
- Prepare equipment specifications
- Solicit, evaluate and select vendors
- Final vendor negotiations
- Support the WMS functional design
- Finalize implementation strategy and schedule

### Phase IIIA Implementation

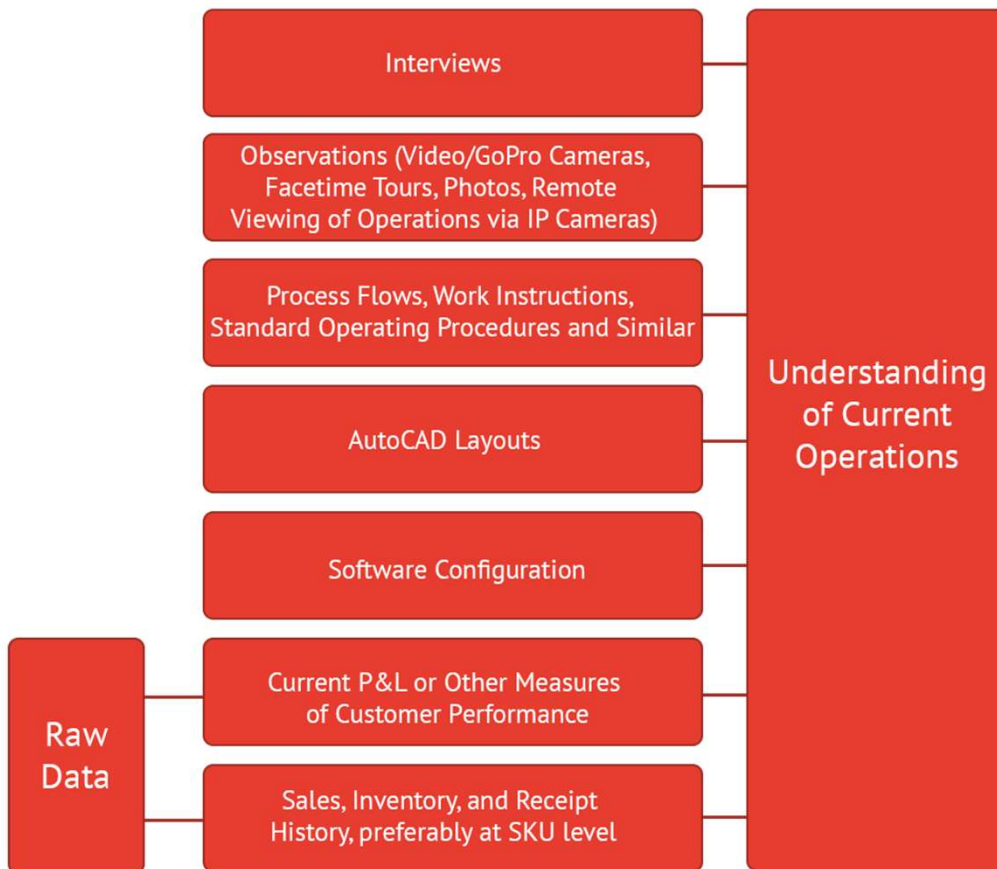
- Support standard operating procedures
- Support vendor installation drawing approval
- Equipment vendor monitoring
- Detailed implementation planning
- Oversee equipment installation and tenant upfit
- Develop plans and conduct equipment testing
- Operations, systems and inventory transition planning

### Phase IIIB Implementation: Go-Live Support

- Manage equipment and assist operations training plans
- Detailed implementation planning
- Assist in operations, systems and inventory transition
- Start-up support and post implementation audit
- Finalize slotting and product placement support
- Initial site operation management support

# Strategies for Data Collection

An important component in any assessment performed by Tompkins is the on-site time for data collection, observation, and interviews of key personnel. We understand that in some cases this may not be feasible. Tompkins has successfully overcome this obstacle by using a variety of the following items:



# The RIGHT Tools and Partners

## Network Modeling Technologies

### The Right Tools for Network Modeling

*Tompkins applies appropriate modeling tools for the job:*



### The Most Accurate Transportation Rate Benchmarks

*We utilize multiple sources (including recent engagements) for the most reliable rate benchmarks:*



### More Data Points covering Location, Site Characteristics and Labor Markets

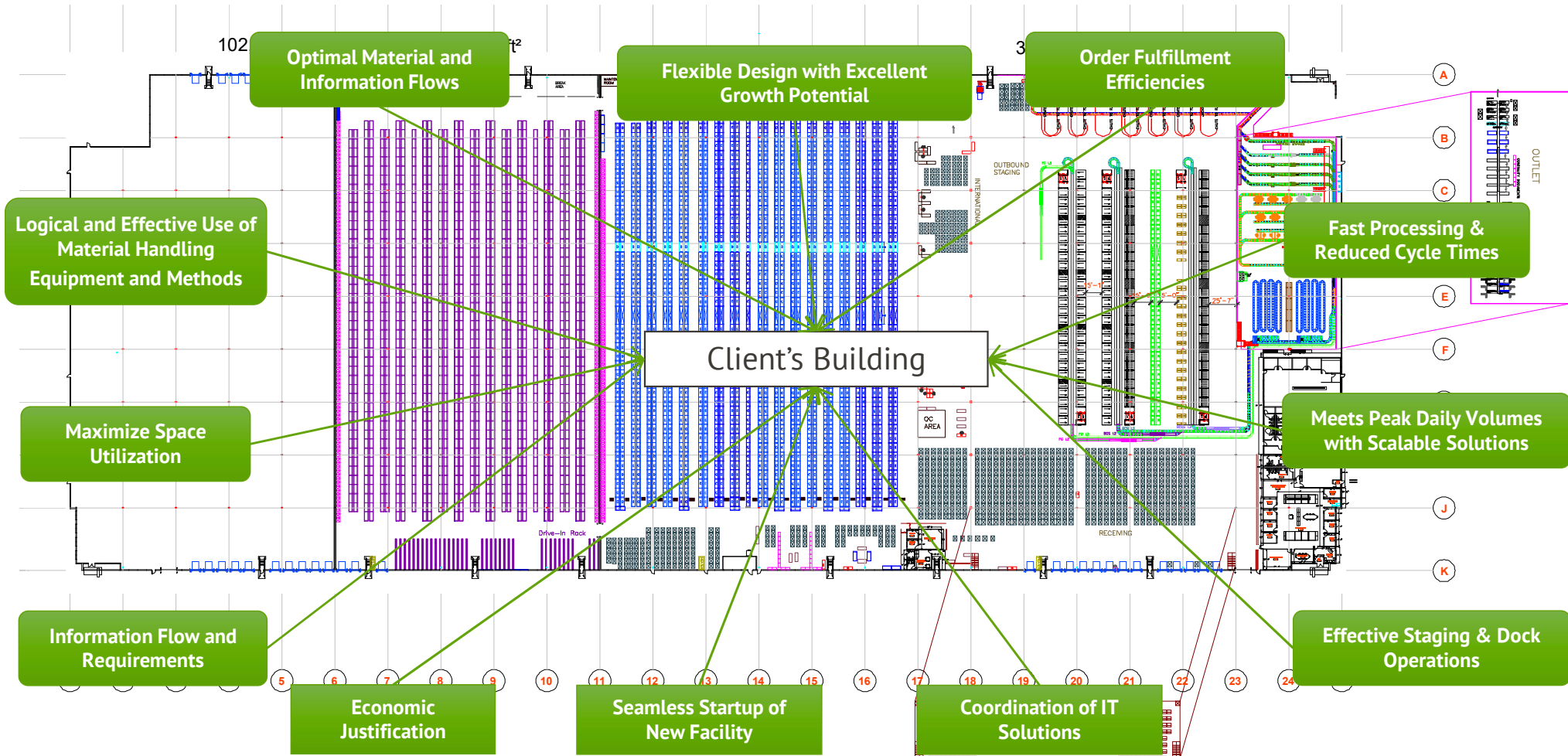
*We maintain a primary cost factor database and leverage partnerships with key real estate brokers:*





# Design Philosophy | More Thought, Less Steel

At Tompkins, we believe all too often buildings are not properly engineered but instead simply apply the latest in automation technologies. Our motto "More Thought, Less Steel" means that each of our designs are engineered from the ground up, starting with requirements and evaluating varying degrees of technology to find the optimal blend of space, equipment, systems and labor. Our analytical approach will result in a world-class distribution operation that is economically justified and will provide our clients with an efficient and straightforward functional design.



# Supply Chain Technology Services

## Supply Chain Technology Assessment

- Operations and system fit review
- Gap analysis vs. best practice
- Feasibility studies and justification
- Strategic roadmap development

## Software Selection

- Business case and ROI development
- Requirements definition
- Vendor proposal and demo solicitation and selection
- Vendor response analysis, selection and negotiations

## Implementation Support and Management

- Full project management lifecycle services
- Support functional and detailed design
- Develop conversion plans
- Perform configuration
- Develop and execute test plans
- Develop and execute training plans
- Provide conversion and go-live support

## Operational Transition and Change Leadership

- Develop transition, contingency and change management plans
- Support execution of transition and change management plans

## Effectiveness Review

- Post go-live assessments



# *Ready to Get Started?*

## **Contact Us**

Tompkins Worldwide Headquarters  
6870 Perry Creek Road · Raleigh, NC · 27616

---

Toll Free	(800) 789-1257
Global Switchboard	(919) 876-3667
Sales Department	(919) 855-5461
Integration Support Center	(407) 362-0383
Fax	(919) 872-9666
Email	info@ <a href="mailto:info@tomppkinsinc.com">tomppkinsinc.com</a>