

CASE STUDY



High-End Kitchenware & Cookware Retailer & Distributor Leverages enVista's Facility Design Services to Open Brand-New Distribution Center

The new facility cut back on manpower by 90 percent,
reducing labor and operational costs



ABOUT

The client is an upscale chain store offering high-end cookware, house-label kitchen accessories and gourmet goods. The company distributes under seven different entities, operating worldwide.

OPPORTUNITY

Prior to the project, the retailer and distributor was operating all of its e-commerce distribution and fulfillment operations through three distribution centers (DC) in Memphis, Tennessee. These facilities handled all conveyable products for all seven entities, leading to incredibly high order volumes. With the company's rapid growth and high-volume peak seasons, this quickly became unsustainable. Because the distribution centers' material handling systems were not equipped to manage such high order volumes, the company was falling short of its service level agreement (SLA) of a five business-day delivery timeframe to its customers. As a result of the overload, the customer's three DCs were operating on a 24/7 timeframe and struggling to hire temporary workers during their annual six-to-eight-week peak periods. Additionally, with such a large distance between the three DCs and the retailer's west coast customers, west coast orders were experiencing significant delays.

To improve its SLA to the 40 percent of its customer base on the west coast, reducing it from a five business-day to a two business-day delivery timeframe, the distributor needed to open an additional facility that would be better placed to handle those customers' orders. This, in turn, would reduce the orders moving through the Memphis distribution center by 40 percent, allowing for the consolidation and improved effectiveness of the company's Memphis DCs.



SOLUTION

The client sought out enVista's team to facilitate the process of opening a facility for the west coast region.

The Facility Journey

enVista led the e-commerce client through the process of opening its second facility on the west coast, from start to finish. The entire process included facility design, automation planning and material handling equipment (MHE) and technology implementation.

Facility Design

enVista's team began by creating a comprehensive design for the new facility. This included the size of the building, space requirements, facility layout design and footprint, trailer spaces and more. enVista's team worked closely with the client's organization and warehouse leadership to determine the requirements for the facility. enVista provided the client with details of the most optimal design for the facility given its unique requirements, and this would become the foundation for the project moving forward.

Automation Planning

As part of the comprehensive facility design that enVista's team provided to the client, enVista compiled a plan for all of the material handling equipment that would be present in the new facility. Considering the unique specifications and needs for the facility that were determined in the design phase, enVista's automation team went to work determining what automation and material handling equipment would need to be implemented into the facility to enable efficient and effective operations. The automation and MHE plan ultimately included racking, mobile storage equipment, goods-to-persons systems, conveyors, platforms and support structures, high speed sortation systems and more. The design included over 15 miles of power conveyors, 4 miles of gravity conveyors and over 48,000 pickable totes for the robotic goods-to-person system.

MHE and Technology Implementation

After designing the layout and planning for the MHE that would need to be in the facility, enVista's team outfitted the chosen facility with all of the MHE that was included in the design. This included several SLAM lines, which had print and apply, dimensioning and scanning technology, packaging equipment and more.

During this project, the client was also in the process of implementing a warehouse management system (WMS) to operate in the new facility alongside the other technology and equipment. enVista's team implemented and tested a warehouse execution system (WES) to communicate with the facility's WMS and other automation in the facility. The WES is expected to be implemented and fully functional by March of 2024.





RESULTS

The successes of the standardized WMS solution have increased the rate at which the solution can scale at other facilities by expanding the referenceable documentation available and improving the end user adoption rate.

By providing the model for verifying the system and training the end users, enVista has taken the go-live hyper care support time for a WMS implementation in the client's facilities from seven weeks to just three weeks and has increased end-user satisfaction by reducing the number of application and/or data issues experienced at go-live. The improved efficiencies of the standardized solution have also enabled reduced direct labor costs by improving workflow visibility and inventory accuracy.

Let's have a conversation.®

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