

CASE Study

Third Party Warehouse

D'Arcy Logistics



Gains a Competitive Edge and Makes More Money

THE CHALLENGE

For over 80 years, D'Arcy Logistics has assisted corporate and government clients in Canada's National Capital Region, to meet their logistical needs of transportation and storage-related services. D'Arcy operates a 50,000 square foot warehouse with more than 100 active clients.

Third Party Logistics (3PL) is a very competitive marketplace and D'Arcy Logistics wanted to find new ways of gaining a competitive edge and reducing the number of manual errors.

" We know that without adopting new technologies to increase our productivity, accuracy and customer service levels, we would get lost in the crowd with other 3PLs," said Paul Van Remortel, President of D'Arcy Logistics. Inventory turnover is so rapid that D'Arcy knew they had to implement a system that could give them instant access to accurate, up-to-date inventory information. In order to fulfil those needs, D'Arcy turned to SageData Solutions for a real-time wireless Warehouse Management System (WMS) - **WHIPPET**.



Putaway is done in a fraction of the time with a wireless handheld computer.

Benefits

- ✓ **50% decrease in the time spent picking**
- ✓ **Increased service levels by providing quicker turnaround time with orders**
- ✓ **Inventory data accuracy has increased to 98%**
- ✓ **Gained a competitive edge**



SageData Solutions Inc.
1948 Merivale Road
Ottawa, Ontario
Canada K2G 1E9
Tel: (613) 225-4404
Fax: (613) 225-8664
www.sagedata.com

THE SOLUTION

In 1998, SageData and D'Arcy Logistics decided to work together to develop a WMS that would meet the logistical requirements of a third party warehouse. With SageData's proven expertise in the development of other WMS, it was an ideal match.

"One of the biggest issues in our business is to receive our customer's order, process, pick and ship it as soon as possible. We knew that if we implemented an automated system, we would lower the number of manual steps, decrease the order processing time and decrease the number of errors," said Paul Van Remortel.

SageData created a web-based module to allow D'Arcy Logistics customers to view and query their inventory and place orders online. Once the customer places an order, the data is transferred to a Structured Query Language (SQL) database, which then transfers the order to the wireless handheld in the warehouse. The handheld computer will direct the warehouse worker to the item's primary location and display how many are there. It also provides a secondary location if there is not enough in stock at the first location. The picker then scans in the bar code to ensure that the correct item was picked.

This web-based module has eliminated a lot of paperwork and human errors, and decreased the time spent fulfilling orders. "We have tested this module with a few of our clients and it has decreased the order fulfillment time by almost half and our inventory data accuracy has increased to 98%," said Van Remortel.

BENEFITS

SageData's **WHIPPET** system uses bar codes and radio frequency (RF) handheld computers, which has significantly increased the accuracy and integrity of D'Arcy's data. D'Arcy has seen a 50% decrease in the time spent picking orders, which in turn has increased service levels by providing quicker turnaround time with orders. With **WHIPPET**, orders are seamlessly processed, which encourages customers to place more orders, more often.

As a 3PL provider D'Arcy Logistics derives income from storing product, but the main revenue source comes from processing customer orders. Therefore, the increase in transactions has led to increased revenues for D'Arcy Logistics and a competitive edge over other 3PLs.

"We could not run our business without **WHIPPET**", states Van Remortel. "We've come to rely on using our handhelds to check our orders, rather than doing it manually - it's so much more accurate and faster than we could ever do ourselves".

Founded in 1991, SageData Solutions Inc. is one of the world's leaders in software development for bar code, inventory control, asset tracking and warehouse management systems. The company has implemented several hundred applications for custom and standard systems for government and private sector organizations. The company currently focuses on the development of cost effective "off-the-shelf" solutions for local and worldwide export markets, closing the gap between desktop systems and mobile workers.

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