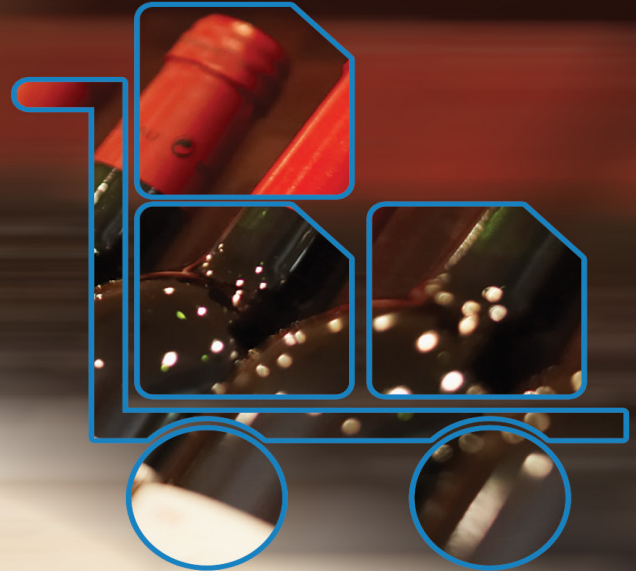


CASE STUDY: EMPIRE MERCHANTS LLC



Quick Facts: Empire Merchants, LLC

Distribution Centers: Brooklyn, NY and Astoria, NY

Total DC Size: 750,000 square ft.

Solution:
HighJump™ Warehouse Management System (WMS)

Normal Shipping Volume: 50,000 units per day

Peak Shipping Volume: 100,000 units per day

EMPIRE MERCHANTS, LLC COMPANY PROFILE

Empire Merchants LLC was created in February 2007 through the consolidation of two New York area wine and spirits distributors – Peerless Importers and Charmer Industries. It is the largest wine and spirits distributor in metropolitan New York – shipping approximately 10,000,000 units per year.

When the companies first combined, order volume and product inventory nearly doubled, necessitating operating out of two facilities in Brooklyn and Astoria. Over time, however, Empire realized that by consolidating its distribution operations, they could realize economies of scale by reducing transactional and delivery costs. Empire opted to consolidate distribution out of the Brooklyn facility and use the Astoria warehouse as a storage facility to replenish Brooklyn.

CHALLENGE

Storage capacity was a concern when consolidating distribution in Brooklyn. Order fill rates are not only important to Empire's customers, but its vendors as well. Empire realized the importance of ensuring 100 percent representation of all saleable SKUs in Brooklyn at the correct quantities to avoid shorting orders. Empire engaged CIBER to perform a SKU and capacity analysis focused on how to maintain full representation of inventory (2 million cases) in Brooklyn while using Astoria and outside warehouses for storage.



SUPPLY CHAIN NETWORK SOLUTIONS

"We couldn't have picked a better software package and implementation partner than HighJump and Ciber. The software is working as the project team designed it. As a result, our fill rates have increased and our distribution costs have decreased dramatically."

— Tony Magliocco,
COO, Empire Merchants, LLC

ABOUT HIGHJUMP

In almost every industry, buyers are becoming more fickle, and more demanding. For logistics executives, effectively meeting buyer needs has become a relentless quest for speed and agility. Traditional supply chain solutions – siloed, complex and hard-to-implement – no longer suffice, as competitors find ways to deliver goods faster and more profitably.

In this "now" economy, HighJump helps you stay agile, with adaptable, connected solutions that harness the power of your trading partner community. From the warehouse to the storefront, from the desktop to the driver's cab, we can help you achieve new levels of supply chain responsiveness, performance and profitability.

HighJump's suite of warehouse management, business integration, transportation management, and retail/DSD solutions form a complete, powerful and adaptable platform that allow you to drive growth, customer satisfaction and revenue. **HighJump: supply chain accelerated.**

www.highjump.com



During its initial analysis, CIBER determined that Empire Merchants had adequate space in Brooklyn to store at least 10 days worth of inventory. CIBER also determined that the transportation advantages of consolidating all shipping operations into Brooklyn and using the Astoria facility for bulk storage of certain products. As part of its analysis, CIBER conducted a Logistics Improvement Analysis (LIA) to identify opportunities for performance improvement, to ascertain specific cost reductions, and to determine key performance indicators with which to measure progress.

CIBER then worked with Empire's project team to identify and document solution requirements, including maximization of current warehouse square footage, while providing the ability to create and process inter-facility transfers efficiently.

Based on the depth of CIBER's analysis, Empire asked CIBER to take on their next project – assisting in evaluating and selecting a warehouse management system (WMS). CIBER began by helping Empire generate an RFP. Once RFP responses were received from a set of WMS vendors, CIBER and Empire evaluated each vendor to identify the best system to meet Empire's supply chain needs. Empire chose HighJump as its Warehouse Management System (WMS) for both warehouses and also to perform inter-facility transfers based on the software's successful history in the beverage distribution industry.

SOLUTION

HighJump's WMS was implemented in Empire's Brooklyn facility and successfully manages receiving, returns, inventory, and replenishment. Replenishment is now directed in just-in-time (JIT) fashion by pick zone for each of Empire's 13 full-case pick lines and two bottle pick lines. This system replaced a paper-based replenishment method and virtually eliminated wait times in the pick lines. Inventory accuracy is much improved and incidences of shorted orders have been reduced.

Over the following six months, Empire moved the remainder of the Astoria SKUs to Brooklyn for distribution. Astoria implemented HighJump's WMS and began operating as a storage facility to replenish Brooklyn inventory. Empire also began using the HighJump WMS to monitor inventory levels in Brooklyn to ensure adequate inventory is on-hand for each SKU. If there is potential for a stock-out on an SKU, Empire is able to use the HighJump system to create inter-facility transfers for those items to pick and ship the items from Astoria to Brooklyn.

RESULTS

The combination of HighJump WMS and CIBER's consulting and implementation services has helped Empire Merchants combine distribution operations in Brooklyn with minimal disruption in operations.

THE HIGHJUMP TEAM IS HERE TO HELP!

If you have any questions regarding HighJump or how our products can improve your business, our passionate team is here for you.

Call us today at 800.328.3271. or email info@highjump.com



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