

AN INTEGRATED VIEW

To offer customers a complete real-time view, Haul & Store needed to invest in a warehouse management system, and the solution from **WCS** suited their needs perfectly.



Haul & Store is an SME with around 10 employees. Created in 2015, the business was started by logistics specialists Daryl Evans, Hamilton Butcher and Neil Burden. Having spent time within large organisations heading up logistics teams, Haul & Store felt compelled to create a 3pl business that would offer customers a truly integrated view of their supply chain. Having experienced poor service with their own 3pl suppliers while working in house, the team were dedicated to using technology to frame an offering that would give their customers real-time visibility of their supply chain. In 2015, the company was formed with a secure purpose built warehouse facility of 2000 sq ft that offers ambient warehouse conditions, bulk storage, pallet storage and single item storage. Within 10 months, the business was exceeding a £2m turnover and continues to grow.

TECHNOLOGY FORMING THE FRAMEWORK OF SUCCESS

Despite their initial success, Haul & Store realised that to offer a truly complete real-time view to

its customers, it needed to invest in a warehouse management system. As the business continued to grow, they needed to offer customers more insights as well as enable greater efficiencies within their warehouse environment. Limited by

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a bespoke application for managing the warehouse, the company looked at a variety of WMS suppliers.

However, after reviewing available products on the market, the company felt disillusioned when it realised that enterprise-level WMS systems were far out of its reach when it came to price. Traditional WMS' offered 'light' versions of its products, but to enable growth the business needed access to the full functionality of these solutions.

Neil Burden, CEO at Haul & Store commented, "Gaining access to the complete functionality of an enterprise level, world-class WMS was critical to our strategic plans, we needed a product that could provide support as and when we grow."

When Haul & Store met WCS, they realised that their offering suited their needs perfectly. Burden said, "WCS is the only technology vendor on the market that offers a solution perfectly suited

to their needs and size, and their transactional based commercial agreement would allow us to minimise our costs whilst increasing efficiencies and creating scale."

ACCESS TO FUNCTIONALITY ON DEMAND

Haul & Store saw immediately that WCS was offering access to its full CSnx WMS platform, with a 'pay as you go' pricing framework. This meant it was able to access an enterprise level application at a price more suited to a business of its size. Using CSnx, Haul & Store is able to integrate into customers' existing ERP systems, and operate stand-alone. As well as achieving greater stock visibility, traceability, accountability with fewer picking errors and returns, Haul & Store has been able to improve space utilisation gaining more efficient use of its warehouse.

The business now offers full integration with its customers, with live tracking of goods so its customers can see where its stock is located at any specific time. For eCommerce customers, this is especially critical in increasing cashflow related to proof of deliveries through the likes of GroupOn.

GROWTH

The business is already experiencing growth since having access to the cloud-based CSnx offering. It's offering now far exceeds those of its competitors, and the business can now compete with larger 3pls because of its ability to match or exceed their supply chain visibility and integration offering. Prior

to the WCS implementation, the business was picking between 10-20 picks a day, and now it can pick up to 3000 picks a day. Without the capability of CSnx, Haul and Store believes it would not have been able to achieve that level of success. Neil Burden commented, "We are able to tap into certain functionalities of the CSnx platform as and when we need to, which is truly innovative in this industry. We didn't meet one WMS supplier that offered this to us. We have to always be ahead in terms of technological innovation in order to stay competitive, and using CSnx will enable us to do that. It has truly supported our growth, while minimizing our up front costs."

RESULTS & NEXT STEPS

Haul & Store has achieved ROI within six months of implementation, and has seen a reduction in labour costs due to productivity improvements throughout the business. Output has increased, but labour costs have reduced due to the increased efficiency. The company is continuing to grow as the capability of the system now offers them more flexibility and scalability with current and future customers.

CONCLUSION

The company believes that WCS' collaborative approach is core to its success, Burden concluded, "What we were looking for was a strategic technology partner, and with WCS that's exactly what we have. They have spent time understanding our business to ensure we have exactly what we need to succeed." ■

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CSNX A GAME CHANGER FOR HAUL & STORE

CSnx offers Haul & Store a fully functional warehouse management system that gives it more visibility, greater efficiencies and overall allows it to offer a better, more rounded service to its customers.

- Real-time insights: Haul & Stores customers get a real-time view of their current position including quantity of all stock in the warehouse with additional visibility of outstanding picks and pallet movements required.
- Improved accuracy: Warehouse personnel may be prompted to verify picks by scanning pick locations and/or case barcodes, resulting in improved accuracy. Employee-specific settings allow supervisors to optimise both accuracy and productivity based on each employee's level of experience.
- Warehouse personnel may also be prompted to count the location when system stocks reach a specified threshold, ensuring a constant check on pick location accuracy.
- Planning and work activity screens provide supervisors with views of the current status of work in the warehouse, highlighting issues such as overloaded vehicles, delayed selection, loading or receipt activity and any exception activity that is occurring, allowing them to react swiftly to keep the operation moving and get the product out the door as

quickly as possible.

- Improved efficiencies: Stock is updated in real time as picks are performed and replenishment tasks are re-prioritised as pick assignments are begun, timing the replenishment of the pick location to arrive at the optimal time to reduce the occurrence of short picks. The CSnx system knows about the current location and attributes (rotation/sell by dates, lot codes) of all stock in the warehouse, will perform full pallet picks from reserve whenever applicable and will process pick slot replenishments in FIFO (first in first out) sequence, saving time previously spent looking for stock, ensuring older stock is rotated out of the warehouse first and reducing the handling of stock.
- Products may be picked in multiple units of measure, allowing warehouse personnel to pick the most efficient case(s) for the ordered quantity, further increasing picker productivity.
- Pick assignments may be broken by section or performed for multiple sections at once. With voice selection, the pick operation may be performed for multiple customers at once by a single order picker, reducing total warehouse personnel travel time and increasing picks in a single pass of the warehouse. CSnx also supports flow-through activities such as cross-docking and pick-by-line.



making complexity simple

KNAPP is a leading global supplier of warehouse automation solutions, with over 1700 active systems worldwide. The group's advanced conveying, storage and fulfilment technologies are combined in solutions that feature seamless integration and intelligent software. Successful projects in the UK recently include systems for John Lewis, Boots, M&S, Staples, Clarks, British Gas and Well.

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