

Client

A leading IT supply chain infrastructure services provider serving Fortune 100 enterprises

Goal

Automate inventory tracking and depot repair processes

Business Impact

- Reduced procurement costs by a factor of 35%
- Improved on-time delivery to customers from 87.6% to 99.87%
- Reduced shipping costs by 27%
- Reduced cycle counting effort from 2 days per customer per month to 45 minutes

Tag it, track it

Iris used its Sense and Response (SnR) Framework to create an Inventory Tracking and Repair Management System for a Supply Chain Enterprise to reduce service cycle time and improve stock taking accuracy at its warehouses.

Overview

Iris customized SnR to create a Service Parts Logistics solution aimed at Warehouse and Depot automation for a leading supply chain infrastructure services provider.

The new application allows our client to track inventory at each stage of their warehouses, perform cycle counting and stock taking functions, pick and assemble components for service repair orders, and provide accurate status to its customers. The Iris solution has automated many of the manual processes thus improving service cycle time and accuracy.

The challenge

Our client provides IT supply chain infrastructure services specializing in multi-vendor support solutions with technology oriented managed services. Utilizing its custom services management systems and infrastructure across the US, our client assists enterprises in maximizing the availability and management of their technology infrastructure.

The key to our client’s success is in its ability to stock its customers’ parts, service and repair them in the quickest possible time and ship them to the consumers of their customers’ products in the most efficient manner. Inventory coming in through their dock doors had to be received accurately and stocked up in the locations designated for the specific enterprise. Stringent service level agreements with their customers expected very high levels of accuracy in inventory counts, quick stock taking, expedited dispatch of components for repair and refurbishment, real-time synchronization with their service management systems and completion of service orders with the final consumer of their customers’ products. Most of these activities were manual causing delays and errors in servicing their customers.

The solution

Iris customized its SnR framework solution to deliver an integrated order management, fulfillment and shipping application consisting of a desktop module for receiving and shipping and a mobile hand-held cycle counting and aggregation module. These modules were integrated with our client’s service management and financial systems.

Through the use of RF (Bar Code Readers) and RFID technology, the repair depots and warehouses have been automated to receive shipments, count inventory, and track parts going through the depot repair and shipping processes. The earlier process of manual entry of data into the client’s service management system has been replaced with integrated Web services that allowing for full automation and the elimination of certain manual processes.

Tools & technologies

SnR Framework, .Net 3.5, C#, Telerik RAD Controls, BizTalk RFID 2010, Visual Studio 2010, RFID

Components, Hand-held bar code/RFID readers

Technical highlights

- Dock doors that sense and update in-coming and out-going shipments
- Automated tracking of items across multiple areas
- Pre-tagged inventory for enhanced visibility and straight-through processing
- Automatic scanning of shipping process
- Items in Depot Repair process tracked automatically
- Task-oriented pop-up touch screen

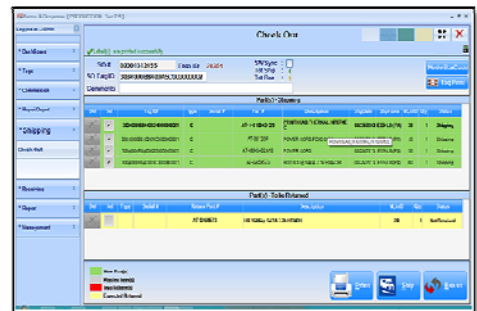
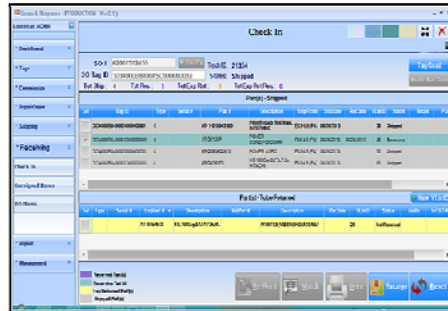
Iris advantage

Speed to market: A fully integrated production system was delivered in 6 months.

Execution excellence: Iris leveraged its experienced team of software professionals in its Auto-ID practice to deliver a fully deployable business solution.

Predictable paybacks: Our Client realized higher productivity with an immediate reduction in manual tasks and realized several benefits within 30 days of rolling out to production.

Collaborative problem solving: Iris worked with the client's existing ERP and financial systems personnel to deliver an integrated solution.



About Iris

Iris (www.irissoftware.com) is a professional software services organization providing its customers with high-quality, cost-effective solutions and developing mutually beneficial relationships. Iris does this through comprehensive solution offerings with best-of-breed technologies, rapidly deployable solutions, flexible engagement models and proven methodologies. This allows customers to focus on their core competencies, and concentrate IT resources on projects that directly impact their bottom-line.