

Nature's Best

The Company

Nature's Best, the largest, privately owned, wholesaler-distributor of health and natural food products in the U.S., provides a full line of Certified Organic, natural, and specialty products to health and natural food retailers and foodservice customers in more than a dozen states west of the Rockies.

The Opportunity

The company was experiencing significantly high labor costs, largely based on the time and manpower it took to transport products between buildings in a four-building distribution campus, including three temperature-housed zones (chilled, frozen and dry/ambient). Each zone was set up for case picking to service small or large clients, a key competitive differentiator for Nature's Best. However, as a result of its expansive facility layout and design, the overall distribution process was inefficient; each product was 'touched' 18 times before making it to the customer. In addition to reducing its exorbitant labor costs, the distributor's supply chain technology, distribution processes, and buildings needed updating to keep pace with business growth and executive management's aggressive growth plans.

enVista's Solution

As part of a three-phase, 18-month project, enVista utilized its proprietary Consult, Implement and Operate (CIO) methodology to develop and implement a customized supply chain solution for Nature's Best.

Consult

- Successfully developed a supply chain strategy that met Nature's Best's business goals

- Conducted a material flow analysis and redesigned internal flow processes
- Leveraged the functional design document to select a global Warehouse Management System (WMS) that addressed all of Nature's Best's needs and help determine construction requirements
- Established space requirements for the new facility, which consolidated operations into one distribution center (DC)
- Designed and laid out the new facility with various temperature controlled zones

Implement

- Assisted Nature's Best in overseeing construction and integration of the new facility
- Implemented a WMS from Manhattan Associates, including:
 - Interface Design
 - Configuration
 - Testing
 - Training Development
 - Facility Preparation
 - Labor Standards Development
 - SlotInfo Implementation
- Shifted from a mechanized to non-mechanized system
- Transitioned from a paper-based system to radio-frequency (RF) devices and voice-based technology
- Managed the physical move of \$25M of inventory
- Trained Nature's Best's team on the new processes and systems

Operate

- Ensured a seamless and successful transition into the new facility and simultaneous three-phase go-live with new systems and processes



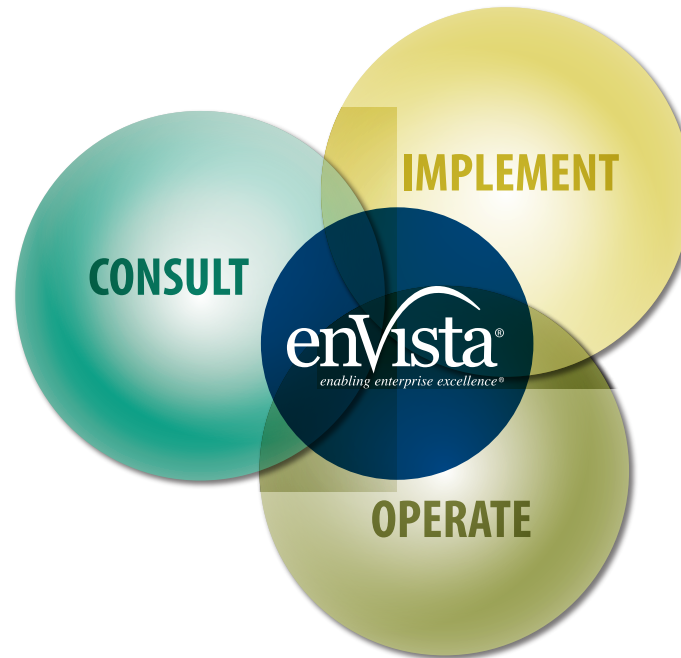
"enVista's methodology and process is unrivaled. It's a tragic mistake to try to do it internally. This is an extremely objective approach and I'm always telling friends to investigate them."

Brian McCarthy,
Senior Vice President of Operations,
Nature's Best

The Results

With enVista's help, Nature's Best seamlessly moved \$25M of inventory to their highly efficient, new facility and simultaneously went live with new technology and processes without missing a beat. In addition, sales stayed strong throughout the entire project and continue to grow. The project was delivered on time and within budget. Based on a strong WMS evaluation methodology, Nature's Best selected a system that required very few modifications for its unique business model, resulting in significantly lower total cost of ownership and enabling easier future upgrades. Nature's Best now has a facility, technology and processes that will grow and adapt with the business.

- The new facility and systems reduced labor costs by more than a third and more than doubled productivity.
- Nature's Best retained 97 percent of its full-time employees and was able to eliminate most of its temporary workers and non-value-added positions.
- The company successfully transitioned from a mechanized to non-mechanized system and from paper-based to automated processes, using RF and voice technology.
- The entire project was handled by a small internal team and only a few enVista associates. At the height of the project, only a maximum of 10 people were focused on the undertaking.
- Based on the close partnership between enVista and Nature's Best throughout the project, Nature's Best was able to be consultant-free four weeks after go-live.



“Nature's Best and enVista worked side-by-side as a team to thoroughly develop future processes. There was 100% commitment from both parties to collaboratively develop processes that could be validated through experience and data analysis.”

Jaime Gonzalez,
enVista Project Manager

For more information on enVista's services, please call 877-684-7700 or contact inforequest@envistacorp.com