

# Diamond Comic Distributors, Inc.

## The Company

Diamond Comic Distributors, Inc. is the world's largest distributor of English-language comic books, graphic novels and related pop-culture merchandise. Established in 1982, the company services comic book shops and other specialty retailers with over 4,000 accounts worldwide. The company's corporate headquarters resides in Timonium, Maryland.

## Distribution

The client's main Distribution Center is located in Olive Branch, Mississippi, a suburb of Memphis, with additional distribution centers in New York and the UK. Diamond stocks over 25,000 SKU's and ships new products on a daily and weekly basis.

## The Opportunity

An exclusive distributor for the four largest comic book publishers, the company was coming up against space constraints in their pre-existing Memphis warehouse. Other challenges included a legacy warehouse management system, paper-driven picking, as well as receiving and restocking issues. Given all of these factors, Diamond Comics saw the need for an updated Warehouse Management System (WMS) that would give them constant visibility and allow for direct integration with their existing Labor Management System. This new system had to meet Diamond's current market demands, and also be flexible for the future.

## The Solution

enVista's group of expert consultants and project managers were chosen by Diamond Comics to lead the effort and integrate these new systems into their current working model. Working closely with Diamond's staff, enVista established a two-phase implementation approach to reach the team's goals. The first phase was an inbound product receiving in a Greenfield warehouse. In this phase, Diamond could test put-away and slotting rules, prioritize interfaces, as well as train users to support Phase Two, which was outbound processing. Phase Two allowed for further testing on voice and RF pick-and-ship processes. This phase also focused on top-off and emergency replenishment, and self-directed put-away.

## Results

Following Diamond Comic's extensive project, the largest improvement the company has seen is through its labor force. Employee accountability has increased with new detailed picker audit reporting, and standardized processes are in place to train new employees. Also, RF units are used for case picking and inventory, and Diamond is currently running at a 99.4% carton fill rate. The company has vastly improved inventory accuracy, which is now at 99.7%. These numbers are continuing to rise as the client continues to implement new processes and procedures around the new systems.



For more information on enVista's Supply Chain Solutions, please call 877-684-7700 or contact [inforequest@envistacorp.com](mailto:inforequest@envistacorp.com)