

CASE STUDY



## Leading Food Distributor Leverages enVista as Trusted, End-to-End Supply Chain Partner

enVista provided warehouse management system evaluation, selection and implementation support in new distribution centers.



## THE COMPANY

In this long-term relationship, which has involved several phases spanning eight years, enVista has worked with a leading kosher food distributor in North America. The family-owned organization's distribution network manages hundreds of brands and thousands of frozen, grocery and perishable products.

## THE OPPORTUNITY

Because of enVista's vast expertise in the food and beverage supply chain, as well as consistent and reliable results, the distributor has leveraged enVista's consulting and technology services for multiple projects across its end-to-end supply chain.

The distributor has grown consistently over the past eight years through organic growth and mergers and acquisitions. The client's products are sold and distributed in 30 countries around the world and found in every major supermarket chain in the United States. As this growth developed over the years, the client regularly found itself in need of expanding its operations, oftentimes coming in the form of additional distribution centers (DCs). Client leadership needed a trusted advisor to help them with the facility and operations design for its additional DCs, including creating plans for outfitting them with the right processes and technology.



## THE SOLUTION

### Warehouse Management System Evaluation and Selection

In early 2016, enVista first led the food distributor through a warehouse management system (WMS) evaluation and selection process for its newly designed facility in New Jersey. With multiple WMS vendors involved in the proposal process, enVista provided the client with a detailed methodology for assessing each software and its potential to meet the unique needs of the client's facility. These requirements included expiry dates, lot control and First Expire, First Out (FEFO) windows. Several steps were involved in the evaluation and selection process.

- **Request for Proposals (RFP):** enVista's consulting team generated an RFP based on the client's unique requirements. This document detailed specific requirements for the vendors that submitted proposals and allowed the client to receive proposals from WMS vendors that would best meet their needs. From the list of vendors that submitted proposals, enVista helped the client select two finalists.

- **Vendor demo scripts:** The evaluation of software always involves a demonstration of product capabilities, specific to how it will be leveraged by the client. In preparation for a demo, it is important to understand exactly what is needed, including what questions to ask and what features to focus on. enVista's team created detailed vendor demo scripts, which provided the distributor's selection team with all the information they needed to know to be prepared for their finalists' demos.
- **Cost of ownership and implementation plan:** It is common for vendors to quote a client for an implementation based only on the vendor-side services, which is actually a vast underestimation of what the total cost of ownership will be for the client. To right-size the client's expectations for its implementation plan and cost of ownership, enVista created a Responsible, Accountable, Consulted and Informed (RACI) Matrix, detailing what tasks would be involved in the implementation. This matrix also created a budget and return-on-investment expectation based on that plan.



## WMS Implementation

After being guided through a successful evaluation and selecting Körber's (then HighJump) enterprise WMS for its New Jersey facility, the client decided to continue working with enVista's team for the WMS implementation. To date, enVista has implemented Körber's warehouse management systems into five of the distributor's warehouses and is currently working on a sixth. This includes three DCs in New Jersey, one in California and the online business, which sells through Amazon and Walmart Marketplaces. As its implementation partner, enVista's technology team guided the distributor through the entire implementation process, including design, development, integration, configuration, training and go-live support.

- **Description of operations:** This document from enVista's team provided the full description of operations of the physical and digital operations of the DC and how they will interact with the WMS.
- **Functional design and technical development:** Based on the unique operations within the distributor's facility, enVista's team customized the functional and technical aspects of the WMS to best manage the operations.
- **Integration design and development:** Once the WMS was designed and implemented, enVista's team integrated it with the client's existing enterprise resource planning and voice system.
- **WMS configuration:** enVista provided in-depth system setup of the WMS, including location setup, item setup and more.
- **Testing:** To ensure that all aspects of the WMS were operating correctly and collaborating well with the rest of the operation, enVista's team completed system, user and field acceptance testing on the WMS.
- **'Train the Trainer' sessions:** To acclimate the warehouse team to the new technology and how it would impact their roles, as well as to establish a system of training support, enVista's team provided training sessions for managers in the warehouse and supported user training.
- **Go-live support:** enVista stayed with the client through go-live for the WMS, ensuring everything was running smoothly and troubleshooting any challenges that arose.



## THE RESULTS

As a result of enVista's WMS selections and implementations, the leading food distributor has seen increased inventory visibility, productivity and traceability, reduced shrinkage from expiry and increased efficiency.

Since the beginning of our relationship with this client, enVista has continued to solidify itself as its partner of choice for all of the organization's end-to-end supply chain needs. Across

multiple facility designs and technology selections and implementations, enVista has helped the distributor continue to grow and scale as an organization while maintaining peak performance throughout its supply chain.

enVista has been the organization's trusted supply chain partner for nearly a decade now, partnering with it on DC design, transportation routing, operations and capacity analysis and more.



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**Let's have a conversation.®**

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