

CASE STUDY



Luxury Jeweler Leverages enVista's Comprehensive WMS Design and Implementation Services

enVista helped the leading luxury retailer consolidate its DC operations for higher efficiency and lower operations costs



The Company

This global luxury jewelry and specialty design house features the world's finest diamonds and unparalleled craftsmanship.

With a long-standing legacy in the industry, the luxury retailer operates hundreds of stores worldwide, offering fine jewelry, premium accessories and elegant home decor.



The Opportunity

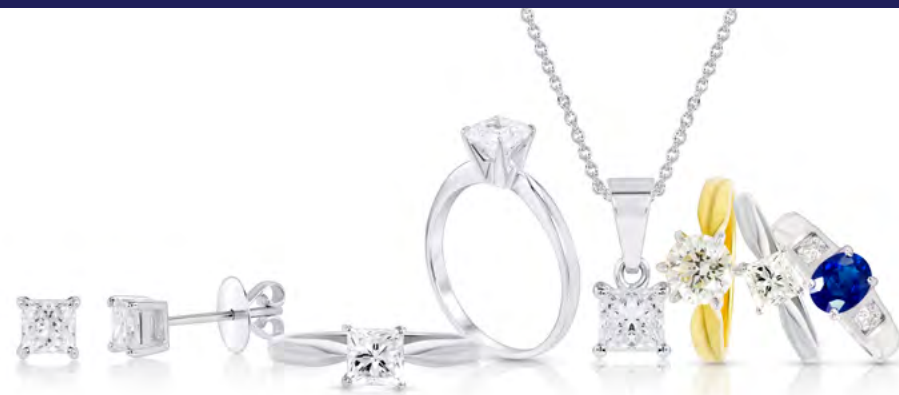
For more than a decade, the organization separated its business-to-business (B2B) and business-to-consumer (B2C) order fulfillment operations into two distribution centers (DC), using a separate warehouse management system (WMS) in each DC. As the years went on, the luxury supplier quickly outgrew this model.

Company leadership noticed that separating B2B and B2C operations into different facilities was falling out of industry-leading practices. With regular movement of inventory between DCs, operational costs were beginning to add up. The luxury retailer decided that it was time to optimize its supply chain network and distribution space by combining both DCs into one facility that could manage all B2B and B2C orders, as well as orders from its employee store.

With this decision came the need to combine the retailer's two legacy Manhattan warehouse management systems into one Manhattan Active WMS while simultaneously sunsetting various host systems that were reaching end-of-life status.

Company leadership knew this would be a complex undertaking and sought to work with a partner that had the right operations and system design expertise to implement the new state-of-the-art software with a sophisticated design that would make the most of the base system improvements and align with its new facility workflow.

The luxury retailer and design house chose enVista as its trusted partner in system design, testing and implementation.



enVista's Solution

Project Management

enVista's warehouse management team played a crucial project management role, ensuring effective collaboration across all relevant teams, partners and vendors. enVista's design, consulting and project management team members coordinated across the organization's IT and operations teams and Manhattan Associates' design and consulting teams to keep the project on track, taking the project management burden off client leadership.

To kick off the project, our team helped the retailer's leadership develop a project plan with strategic business goals, KPIs to track and a timeline to follow.

Manhattan Active WMS Design

The system's integration framework was a key focus during the design phase. The previous systems used a collection of home-grown programs, which created a complex web of integrations that would not transition well to the upgraded facility and systems. enVista guided the client through the design of a new state-of-the-art middleware that would integrate directly into the retailer's host systems, eliminating the need for multiple, complex integration layers.

The integration framework was just one piece of the global design that enVista completed across critical warehouse processes, including receiving, inventory control and outbound order fulfillment. enVista's warehouse management team completed an in-depth analysis of each process as well as individual configuration processes to ensure no small detail was missed in the design.

Systematic Software Testing

enVista's warehouse management team executed enVista's proven testing methodology across user acceptance testing, factory acceptance testing and system integration testing. Since the retailer already had an operational order management system (OMS), enVista also provided comprehensive OMS integration testing to ensure all processes flowed smoothly between each system.

Go-live

Since this project spanned three different fulfillment channels – B2B, B2C and employee store orders – enVista completed the go-live in three distinct phases. This allowed for feedback to be collected and changes to be made for each subsequent go-live, ensuring the most efficient and seamless go-live for B2C operations, which have the biggest customer impact.



The Results

The client's leadership team has been delighted with the success of this project, praising enVista's trusted advisory and collaboration throughout the entire process.

With the three-phased approach, the client experienced 33 percent fewer issues during the third go-live as compared to the second, showing significant improvement in execution and efficiency.

enVista returned full control of warehouse operations to the retailer's warehouse leadership within less than two weeks of go-live.



Let's have a conversation.®

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