



“With advance features like pick interleaving, we were able to decrease our picking staff by 50% while still experiencing a growth of 30%”

Rick Towne, President, ASWA

ASWA DELIVERS ON TIME WITH INDAGO WMS

PROFILE

Headquarters: Summerville South Carolina

Number of warehouse personnel: 16

Number of Locations: 30

Number of SKUs: 130,000

Warehouse Size: 65,000 sq. ft.

Affiliations: Aftermarket Auto Parts Alliance purchasing group

Enterprise System: Activant Ultimate

An innovative and forward-looking distributor of automotive parts, ASWA is one of the oldest and most established distributors in South Carolina. The company has a clear strategy for continued growth by building on its strong position. Established in 1971, the success of this independent jobber led to the beginning of a successful warehouse business. The 65,000 square foot warehouse in Summerville, South Carolina stocks over 160,000 unique SKU's, and services over 30 locations. A staff of 16 warehouse personnel handles every product movement using the indago™ wms solution ensuring complete accuracy and visibility within the enterprise.

ASWA was facing expansion and growth and it was evident that their current paper based operations would no longer meet their needs. Ineffective inventory management across locations resulted in inconsistent service levels to the satellite facilities and in turn customers. Insufficient visibility into inventory operations and orders resulted in increased costs to optimally serve different locations.

ASWA needed a warehouse management system that could support business growth, improve visibility, and optimize warehouse personnel in turn streamlining their operation. Indago wms was the clear choice for their warehouse management solution because of its rich feature set and focused road map.

DRAMATIC RESULTS

Picking and Shipping Dramatically Enhanced

It used to take ASWA till 2 pm to get morning stock orders pulled and completed. Now they complete them by 10 am and work on stocking until nightly orders are ready to be processed. With indago™, pickers are directed to bin locations to scan and verify items, so lines are picked the first time correctly.

Streamlined Operations with Indago™ Interleaving

Over 50% of ASWA's business is from high demand, hot shot orders. Rick Towne explained, "with indago's advanced interleaving functions, I had regular pickers, receivers and stockers notified in real time of hot shot orders, eliminating the need for dedicated personnel".

Reduced Training Cycle

Training new workers in the warehouse used to take weeks, getting them accustomed to the warehouse layout and storage methods. Now with the indago system, it is so easy to use that it takes only about 30 minutes to train a new employee to stock or pull, and within 2 days they are as efficient as the existing team members.

Customer Service - Customer Success

Improvements in customer service have also been recorded. For many of its jobbers, indago has eliminated the need to issue credits upon the report of missing or short shipped items since shipping accuracy is so high. Even if customers do phone, items can most often be traced to a container that has not been searched.

Real Time Visibility into Operations

The real time nature of indago enables the organization to have visibility into each of the warehouse operations, and finite details like who is working, where and what action has just been completed.

"INDAGO virtually eliminated calls from jobbers for shortages. We used to get an average of three calls per day. Now we get one or two a week, and usually can trace the item back to a container that is in their possession, so they eventually find the part. Previously we would just cut them a credit check"

Rick Towne, President

ABOUT JMO

JMO is a leading provider of value added supply chain solutions servicing small and medium-sized businesses. For over 20 years, JMO has concentrated on helping companies streamline their operations to achieve lower costs, higher profits and satisfied customers. Our innovative solutions for warehouse management and delivery, provide customers with the competitive advantage needed in today's demanding economic environment.