



NEWSLETTER

SUMMER CLASSICS GOES LIVE ON WMS

Over the past 35 years Summer Classics has become the premier manufacturer of luxury outdoor furniture. The company innovates with timeless materials such as exclusive resin wicker, cast aluminum, teak, and iron. Their beautiful creations enhance the quality of life and change the way people think about outdoor furniture.

Summer Classics engaged with the DATASCOPE WMS USA office in February 2017 after hearing about DATASCOPE successes on other SYSPRO sites in the USA and Canada. Within two weeks of contacting DATASCOPE, Anton Jurgens of DATASCOPE was on their site to assess their needs and to compile a costing estimate. Initially the costs seemed high but Summer Classics pursued the relationship as they had already experienced one failed WMS implementation and they were not about to go through that again.

Ben Erickson, the IT Director of Summer Classics arranged several calls to existing DATASCOPE WMS sites in the USA and then traveled to one of these clients to view the quality of a DATASCOPE WMS implementation. He was blown away with what he saw.

Ben then worked with DATASCOPE on a standard ROI model and found a strong case for a conservative 15 months return on investment. With this in hand he presented to the management team and received the project go-ahead to complete the initial project Functional Specification (Blue Print). DATASCOPE introduced LOGI-SOLUTIONS as the preference DSP partner and Rod Matheson completed the solution design with Amy Tacon's input (DATASCOPE Channel Manager) in May 2017.

The full implementation started in August and the site was fully live 13 weeks later in November 2017. The Summer Classics factory and distribution center is a large site with a 65-user license. The implementation covers all aspects from raw material receiving, through work in progress and all aspects of the DC from order release, picking, packing and shipping.

When asked for a comment about DATASCOPE and LOGI-SOLUTIONS, Ben Erickson had this to say:

"The implementation methodology developed by DATASCOPE ensured that we stayed on track throughout the process and clearly defined the expectations and requirements of the project. Weekly video conferences kept our team and Logi-Solutions in sync and focused on the critical path to success. During go live, DATASCOPE and Logi-Solutions teams were in constant contact and available to quickly diagnose any issues and provide solutions. Since going live, we have already seen a reduction in inventory discrepancies and identified areas for improvement that were previously unknown due to a lack of visibility and data around processes. In addition to the visibility around processes, we have also seen a one-day reduction in our average shipping times."



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DATA DRIVE ORGANIZATIONS

Written by Anton Jurgens CPIM, President, DATASCOPE WMS

I had an interesting meeting with a client in Canada recently where the President asked me "Well now that we have implemented a WMS solution, what do we do next?"

It was clear that her expectation was that once the WMS had been implemented, the results should magically come rolling in. Now some results certainly do and the business gets the immediate benefits of these results, but by far the biggest results come from managing the immense store of data that the WMS provides.

Sure, the WMS can now give your pickers the most optimal picking route; and orders can be waved into the warehouse to improve efficiency; and product can be packaged more effectively and shipped on the most cost-effective courier, but these improvements are only the start.

We explained to her that she now needs to start using the new data provided by the software. She looked back blankly, so we asked her "Where is your main constraint currently in the DC?" She replied, "Our replenishment is too slow and this is starving our pick face thus slowing picking of orders". So, we pulled the data on replenishment and analyzed it. We looked at the actual rate or replenishment by hour by team for the previous week in the form of a bar graph. We then added a line graph to this and immediately could see that the rate of replenishment dropped significantly soon after the management team left for home each evening. Further, after the tea break at 12am we saw a further significant drop in output through to home time. [this replenishment team works an afternoon/night shift]

But, could that just be this week? Is it fair to judge on just a single week? Perhaps there is more to it than what we were looking at. Could it be that just this week was bad? So, we pulled the same data for several other weeks and found the same trend; then for full months and again the same trend.

This illustration shows the power of the data we now have from a WMS. We can track every transaction in

detail. We can track all work activity of every employee in detail. We can track trends in the warehouse. We can make changes in the warehouse and then track the actual data to ensure that the changes have taken effect as expected.

Over the next few months' data was used effectively in this organization to analyze the trends. Changes were made in the operation based on the data. Each month one improvement after the next took effect and the overall performance of the distribution center improved dramatically.

By the end of the year, eleven heads were removed from the distribution center. Overtime, which had run almost every evening for many years was stopped bar a couple of nights at the start of each month.

One particularly interesting improvement was to take the data of each picker's transaction rates and compare them. We soon found that some pickers data showed a consistent low level of output when compared to the top pickers. The distribution center then implemented a minimum average output per picker. This was written into the employment contracts. Any picker not maintaining this level was highlighted as a poor performer and counseling was given. Where the picker did not improve, a disciplinary process would start.

The next step was to employ picking staff on contract. We had all the data to track performance so why not use this data as the basis for performance based wages? This step brought a huge jump in efficiency into the operation. The contract pickers picking rates proved to be substantially higher than other employees. As this data is readily available on the floor the effect was an all-round improvement in productivity. It drove the others to perform.

Much more can be written on this case study but the key message is use your WMS data! Base your management and control of your distribution center on actual data and watch the improvements take effect.

NEW LOGO'S

William Houde is a company based in Canada which processes and sells seeds to the agricultural industry. William Houde



Ltd. offers you, beyond the quality of its products and services, a complete support concept. An agricultural health guide based on Crop Nutrition to promote the sustainability and profitability of YOUR business.

Sabian manufacture drum set cymbals. A small manufacturing company in Canada with very skilled



workers in a small town in the mountains.

SABIAN was founded in 1981, when Robert Zildjian - one of the world's great names in cymbal making came to the conclusion that drummers needed a better choice of cymbals. Unsatisfied with the quality, the sound and the very relevance of the cymbals being manufactured at the time, he opened SABIAN in the small eastern Canadian village of Meductic, New Brunswick.

NEW WMS FEATURES

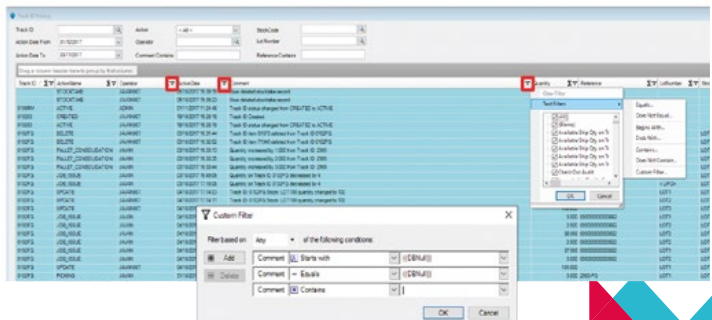
Over the past year, our development and software quality teams have been busily working behind the scenes to introduce a number of exciting new features into DATASCOPE WMS. Remember, that behind each new feature is a detailed functional and technical specification document and a large number of hours of both development and quality testing. All this to ensure that each new feature is carefully introduced and made available to an ever-changing customer requirement platform.

interrelated cogs which turn together in a typical development environment.

Over the last few months, we have released DATASCOPE WMS versions 44 through to 48. A few new features you can expect in the coming releases:

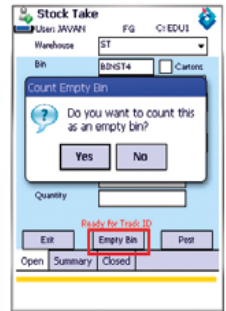
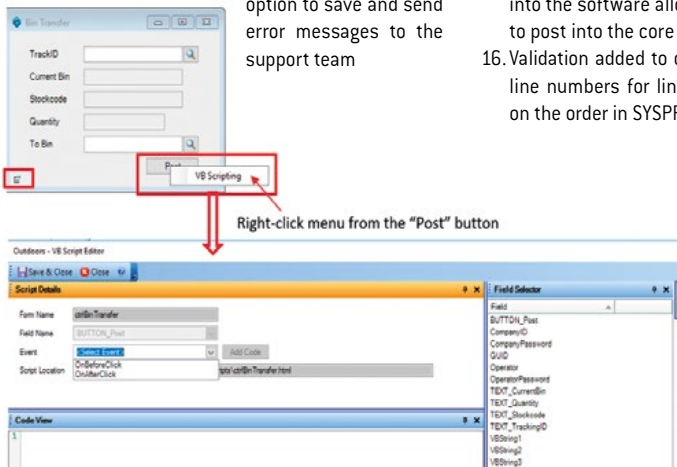
1. Picking in Sales Order Unit of Measure – used when the UOM on the sales order is different to the item's stocking UOM
2. Picking Bin equal to Pick Slip + Warehouse – very handy setting which when activated, will create a new pick bin for every pickslip (replacing the "PICKFG" picking bin) to make analysis of your in progress picks so much easier.
3. Ability to place a Bin ONHOLD for warehouses in which the bin layout often changes.
4. Excel-type filters on all data grids improving data searching drastically!

We have honed our agile development team down to 2-week "sprints", enabling us to turn around a new WMS version (or port) within two weeks. This is quite a feat when you consider the number of



NEW WMS FEATURES continued...

1. Pickface Management on the scanner – allowing pickface changes on the fly
2. More user-friendly and intuitive WMS menu tree structure
3. Alternative SKU scanning on all Stock Code input fields (PC and scanner)
4. The roll-out of VBScripting functionality behind most buttons, input fields and data grids
5. New F1 WMS Help, which comes with standard Help as well as the ability for clients to customize their own Help screens.
6. Improved Error message handling, including the option to save and send error messages to the support team
7. Pick Slip Auto Confirmation setting which allows all completed picks to be confirmed automatically simultaneously
8. Kit Issuing on Job Receipting can now update WMS stock on a LIFO/FIFO/FEFO/USER SELECT basis.
9. DATASCOPE WMS is now SYSPRO WCF compatible.
10. A number of Stocktake features have been added:
 - a. A new “Uncounted TrackID report”
 - b. Multiple count deletion option
 - c. A logic change to only post differences and
 - d. The ability to count bins as EMPTY
15. Introduction of DATASCOPE WMS Business Objects into the software allowing third-party applications to post into the core layer of DATASCOPE.
16. Validation added to check the SYSPRO sales order line numbers for line insertions and/or deletions on the order in SYSPRO.



STAFF ANNOUNCEMENT

It is with a great pleasure that we can announce DATASCOPE is starting 2018 with a new support manager Tiffany Whittaker. Tiffany has been with the company since the beginning of January. She has worked with Anton Jurgens in the early days of DATASCOPE and has experience in warehousing as well as over



ten years' experience in customer service delivery particularly in software support. With Tiffany managing the support department our aim is to improve our customer support and service offering to you. This will entail enhanced service level agreements and increased on-site consulting by our support consultants.