

The logo for Socius24, featuring the word "SOCIUS24" in a blue, sans-serif font. The letter "O" is replaced by a red circle containing a white, stylized, interconnected geometric pattern.

# SOCIUS24



Group plc

*Passionate about animal care*

## Case Study

How Socius24 has helped CVS Group to significantly increase the throughput of orders by utilising Blue Yonder Dispatcher WMS.

“Socius24 have helped us to significantly transform our operation. Through the deployment of a fully integrated Warehouse Management System we have eradicated paperwork, improved quality and efficiently increased the throughput of orders.”

John Hitchmough, Group Logistics Director, **CVS Group plc**



## About CVS Group

CVS Group plc is one of the largest integrated veterinary services providers in the UK and owns over 500 veterinary surgeries with 1,900 vets and 2,500+ nurses throughout the UK, Netherlands and Republic of Ireland. These surgeries include seven referral practices providing first class specialist treatment.

The group includes Animed Direct, an online store selling medicines, pet food and other animal related products. The warehouse also distributes CVS's own brand MiPet, to CVS & Buying Group members, this is a range of high quality and technically advanced products that can help manage certain conditions, treat acute or chronic illnesses and supports CVS & Buying Group clients to keep their pets in tip top condition.

## Background

Established in 2010, Animed Direct has grown rapidly. This was placing significant pressure on the warehouse team who were not only fulfilling end-customer orders but also managing the distribution of medicines and products to 500+ veterinary practices across the country.

Reliant on paper and manual systems, the warehouse operation was struggling to meet growing demands, orders were being delayed, picking was far from efficient and significant manual intervention was required to ensure the quality and accuracy of order fulfilment.





**“We want to deliver the best possible experience for our customers and practices and to do this we need a warehouse operation that is both extremely efficient and can ensure the highest level of accuracy and quality of each and every order.”**

**John Hitchmough, Group Logistics Director, CVS Group**

## Challenges

CVS were looking to significantly improve operational efficiency, they were using a basic system that was created internally and was no longer fit for purpose. They wanted to consolidate the picking of multiple orders from the same practice, to prioritise based on cut-off times and improve the accuracy of both receiving goods and fulfilling orders which had all of the inherent problems associated with manual processes.

With the current basic system, stock management was a challenge, with the reliance on manual processes for stock rotation, stock checks and the management and tracking of batch numbers. These issues were compounded with the need to ensure absolute accuracy in the release of controlled drugs that was proving to be a highly labour-intensive part of the operation.

Reliance on paper-based systems meant there was little visibility into stock

## Key Requirements



**System Directed Operations :** To streamline operations associated with receiving, picking and dispatching stock through a best-in-class WMS.



**Batch & Quality Management:** To efficiently manage stock rotation, tracking of batches and to streamline the validation and accurate labelling of controlled drugs.



**Real-Time Visibility & Insights:** To ensure real-time update of stock and location to improve inventory management, replenishment and to optimise picking.

# Solutions Delivered

CVS Group selected Socius24 based on their extensive experience and expertise in deploying and integrating warehouse management systems. Socius24 helped CVS to deploy Blue Yonder Dispatcher WMS along with their User Service Portal to deliver the real-time visibility and flexibility that was a key requirement. The solution capabilities included:



## 1. Real-Time Inventory Management

Blue Yonder Dispatcher WMS enables stock to be accurately tracked from receipt to dispatch removing many of the previous manual processes. Stock availability is visible at point of order, stock rotation is far more effective and stock location can be optimised to drive productivity.



## 2. Streamlined Receiving, Picking & Returns

Blue Yonder Dispatcher WMS is being used to direct receiving, putting away and picking of stock as well as handling returns. This enables faster and more accurate receiving and has streamlined the picking process through batching orders and prioritising picking based on dispatch cut-off times.



## 3. Optimised Packing & Delivery

Socius24's User Service Portal is being used for repacking; interfacing with Intersoft to select the appropriate carrier and printing the relevant labels. Within the pharmacy it displays images to enable visual checks while also printing 2D barcode labels, streamlining previously labour-intensive checks.



## 4. Greater Visibility & Reporting

Blue Yonder Dispatcher WMS combined with Socius24's User Service Portal provides CVS with unprecedented visibility into their end-to-end operation. Stock levels can be compared with buying patterns to ensure timely replenishment, trend analysis is enabling informed buying to create economies of scale and operational performance can be tightly tracked against SLAs.

## Outcome

By deploying Blue Yonder Dispatcher WMS and Socius24's User Service Portal, CVS have been able to transform their warehouse operation. Many manual processes have been streamlined, the flow of stock has been optimised and the team have the visibility they need to track SLAs, ensure both expectations are met and efficiencies are gained.

### SCALE THROUGH EFFICIENCIES

CVS has seen a significant improvement in the efficiency of picking and putting away. Less people are dealing with more orders, and they have been able to double the daily order throughput. This means that seasonal peaks can be handled, orders are fulfilled quicker and they are even able to deal with orders placed later in the day.

### GREATER CONTROL & ACCURACY

For CVS accuracy of order fulfilment and labelling is critical. Across every part of their operation and especially in the pharmacy, the manual workload of checking orders has been significantly reduced. System directed picking has improved accuracy and the automation of batch control, printing of dosage labels and system assisted QA has streamlined processes and enabled virtually 100% accuracy.

### BEST POSSIBLE CUSTOMER EXPERIENCE

Blue Yonder Dispatcher WMS and Socius24's User Service Portal have also had a major impact on the customer experience. Not only has it reduced the turnaround time of orders, it has enabled customers to place orders throughout the day which are automatically consolidated and fulfilled.



**“Blue Yonder Dispatcher WMS and Socius24’s User Service Portal has enabled us to significantly increase the throughput of orders, have the highest level of accuracy and deliver the experience we want for our customers.”**

John Hitchmough, Group Logistics Director, CVS Group plc

**“CVS Group is a perfect example where a WMS can transform a business, automating many manual processes and driving efficiencies. By leveraging our User Service Portal, CVS has gained the visibility and flexibility they needed to better serve their customers and scale their operation.”**

Craig Jones, Managing Partner, Socius24

# Blue Yonder Dispatcher Warehouse Management System

Blue Yonder is one of the most recognisable and implemented solutions in the world.

Socius24's expertise comes from our involvement in the design and development of the original RedPrairie Dispatcher solution, which enables us to fast-track deployment and ensure that our clients use its capabilities to the full. This reduces the cost and risk of deployment, leveraging a broad set of pre-built templates and plug-ins, allowing our customers to quickly gain the functionality they require.

Benefits of this solution include:



## USER FRIENDLY INTERFACE

A user-friendly interface that is tailored to your business with extra functionality available as you grow at a national or global level.



## TRACEABILITY

Traceability is critical for some industries, so you will know where your stock is from and information about serial numbers, expiry dates. This all helps particularly if there is a need for a batch recall.



## INCREASED VISIBILITY

Increased visibility of your inventory from the moment it enters your warehouse or is manufactured to the point of sale.





 +44 (0)1494 715 633

 [info@socius24.com](mailto:info@socius24.com)

 Unit 7A Waterside Business Park, Waterside,  
Chesham, Buckinghamshire, HP5 1PE, United Kingdom

