SOCIUS24

VERSTEIJNEN
THE **PLUS** IN YOUR **LOGISTICS**+

Case Study

Handling Pallets to Parcels Seamlessly with
Socius24 and Blue Yonder Dispatcher WMS

"Having been a Blue Yonder Dispatcher WMS user since 2005, we knew the potential capabilities of this solution but had outgrown our original deployment. By upgrading to the latest version of Dispatcher WMS we have been able to fully leverage the power and flexibility of this platform to meet the broad set of requirements from our client base and to ensure we deliver the best possible service in a highly efficient manner."

Stephan Wasser, IT Specialist Warehousing, **Versteijnen**

About Versteijnen

Versteijnen is a leading European Third-Party Logistics provider who pride themselves on the value they add to their clients across their end-to-end logistics process. Headquartered out of a large-scale distribution campus in the Netherlands, Versteijnen provide their clients with warehousing, order management, picking, packing and distribution through their own fleet of trucks and in partnership with the leading carriers. Their client list is impressive and spans a broad range of industries including Automotive, Chemical, Clothing, eCommerce, Electronics, Medical and Solar Panels.

Background

Versteijnen business has grown significantly from its origins as primarily a pallet-based distributor to one of Europe's leading Third-Party Logistics providers. They now provide a broad range of value-add services for clients across a wide set of industries, each with their own specific requirements and service level agreements.

Having the best possible Warehouse Management System (WMS) in place is mission critical for Versteijnen in order to drive efficiencies across their operations and meticulously manage their performance against client contracts. The extensive flexibility of this WMS is also key to enabling them to support the broad range of requirements from their clients as well as avoid situations where they are unable to take on new business due to limitations of the system they use.

Challenges

Versteijnen had been using Blue Yonder Dispatcher WMS (formerly JDA and previously RedPrairie) since 2005, but the scale and complexity of their operation had outgrown this original deployment. Whereas they believed Dispatcher WMS to be the right solution for their business, they recognised that they needed to upgrade to the latest version of the software to gain the functionality they needed.

In upgrading to the latest version of Dispatcher WMS, Versteijnen was looking to improve the management of their operation against key client KPIs and to optimise picking routines to meet a vast range of SLAs such as order cut-off times and next day dispatch. They were also looking to improve the way they dealt with special handling and storage requirements including hazardous materials and the support of Quality Assurance operations.

Another key goal of Versteijnen was to streamline operations through closer digital integration, pushing third-party billing captured in Dispatcher WMS to financial systems, smoothly flowing tasks into their automated picking solution Autostore and triggering carrier booking through their online tool.

Key Requirements

Flexibility: The ability to meet each customers' specific requirements, from specific handling requirements to unique picking and dispatch SLAs.

3rd Party Billing : The ability to capture how much labour is spent on value-added activities for their clients to ensure accurate charging.

Integration: To drive efficiencies across the operation with the seamless flow of information between processes and systems.

Solutions Delivered

Versteijnen selected Socius24 to assist them with the upgrade, configuration and integration of the Dispatcher WMS. Having looked at other Blue Yonder partners, Versteijnen found Socius24 to be very knowledgeable and clearly demonstrated an understanding of their business, leveraging a wealth of experience of working with other Third-Party Logistics providers. Socius24 took the time to understand what Versteijnen were trying to achieve and guided them through the upgrade process and the introduction of new functionality as well as the integration into their other systems.

1. Upgrade of Dispatcher WMS

Socius24 assisted with the upgrade of Dispatcher WMS and then copying the existing production environment into a test environment to enable configuration of new capabilities and integration.

2. Close Integration to Existing Systems

Socius24 supported Versteijnen with the integration of Dispatcher WMS into existing systems including third party billing into financial systems, automated picking with Autostore and the triggering of carrier booking through Transsmart.

3. A successful Phased Roll-out of Capability across the Operation

A pragmatic approach was taken, firstly rolling out the extended functionality to a single client operating out of the main location before being extended to all clients at this location and then across all sites.

4. Benefiting from ongoing Support and Guidance from Socius24

With new clients along with new requirements coming on board all of the time, Versteijnen continue to work with Socius24 to ensure they maximise the capabilities of Dispatcher WMS to win and fulfil this new business.

Outcome

With the support of Socius24, Versteijnen are now leveraging the extended capabilities of Dispatcher WMS gained through the upgrade. They have also been able to closely integrate Dispatcher WMS with their other systems to streamline processes and drive greater operational efficiencies.

Key outcomes achieved include:

SPEEDING UP OPERATIONS

Through the ability to define the unique requirements and SLAs for each client within Dispatcher WMS and to efficiently direct operations to meet even the most challenging KPIs.

STREAMLING PROCESSES

Through the smooth integration of Dispatcher WMS with other systems including the tight coupling of overall picking control within dispatch processes with automated picking and packaging and leveraging web services to trigger requests to carriers.

ACCURATE CHARGING

By tracking the time spent on each value-added task for clients and passing this detailed third-party billing information through to financial systems to enable accurate charging and achievement of required margins.

WINNING MORE BUSINESS

By utilising the reputation of Dispatcher WMS as a benchmark for a quality operation and ensuring that no opportunity is lost due to restrictions in the capabilities of the WMS solution being used.

"Our migration was successful, thanks to Socius24's extensive knowledge, experience and support. We are now leveraging the additional benefits that Dispatcher WMS provides us and continue to expand the use of its functionality used and integration potential."

Stephan Wasser, IT Specialist Warehousing, Versteijnen

"It is great to work with one of the leading Third-Party Logistics providers in Europe and to assist them in delivering the best possible service to their clients powered by Dispatcher WMS."

Ray Williams, 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.

BlueYonder

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