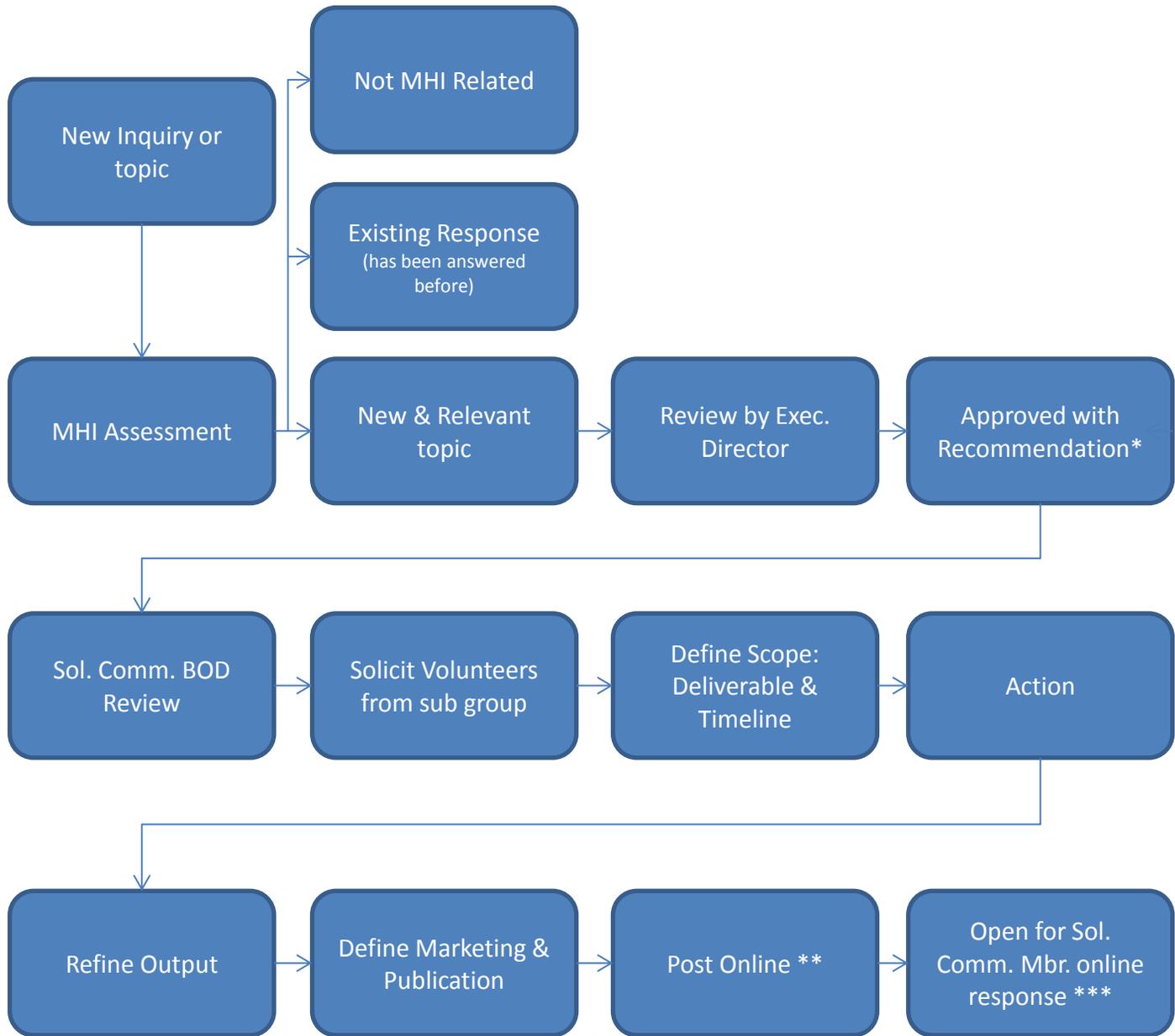


How does the Solutions Community Operate?



Potential Outputs include:

- Panel Discussion at a Meeting
- Webinar on the topic
- White Paper
- Trade Show Seminar
- "How-To..." Document
- Online Tools (ROI Calculator, etc.)

* Recommendation of owner: existing sub-committee, ad-hoc committee or cross functional group

** Serves as the position or opinion of the group; includes credit to the Sol. Comm., Member Resources and Contributors

*** Allow members to post comments & supporting case studies, etc.

Inquiry Example #1



User Inquiry:

"I am the Director of Logistics for a \$200M wholesale distributor. We are experiencing growth in direct to consumer shipments - which is resulting in a search to enhance our current warehouse operations. Currently we are running with an 8 year old WMS and no automation. We are planning to upgrade our software capabilities and add an each picking module with a conveyor.

I am confused with information I am getting from vendors – much of it contradictory. Our IT staff is not experts and can not help navigate the confusion. Our current WMS vendor says an upgrade solve the problem along with a conveyor. Another vendor is saying their WCS is all I need – and to integrate the conveyor with their WCS tied to our WMS. A third vendor says their WES is the perfect combination of WMS and WCS and solves our challenges the best with no other software. Help me understand the differences between WMS, WCS and WES and what I should do to find the optimum solution for our operation."

Initial MHI Response:

Thank you for the inquiry. Our members supply all of these solutions and are working together with end customers like you. We have a number of supplier whitepapers currently available on our website however they do not provide the comparison you are looking for. However, our Solution Group is currently collaborating to create a round table discussion on this specific topic at our next semi-annual meeting and plan to define a follow-up report on the topic.

Solution Community Deliverables:

1. Roundtable discussion on semi-annual meeting to gain End User perspective and critical needs.
2. Whitepaper to create MHI standardized definitions for WMS, WCS and WES with a list of expected features supported by each. Timeframe – 4 months elapsed.
3. Whitepaper to provide a side-by-side feature comparison including overlaps between these systems. A discussion on the pros/cons of each solution, how they integrate for hybrid solutions and a step by step guide to assist in determining which high level model is best for your operation.

Timeframe – 12 months elapsed.

Inquiry Example #2



User Inquiry:

Non-Member Company works with distributors that sell concrete fasteners (Wedge Anchors and Screw Anchors) to racking/conveyer installers. They were trying to locate some medium to large size installers to conduct some market research to understand what pain points exist when installing racking or conveyer systems and how it can be improved.

Looking to focus market research through surveys and possibly hosted calls to determine:

- How the fasteners are received
- If there is a preference in type (wedge vs. screw, etc.)
- What are the installation methods

Initial MHI Response:

Thank you for the inquiry. Our members use this type of product in variety of installations around the world. However, this is not the type of topic that the Solutions Community typically takes on. What we can do is reach out to some of our Product Groups who can provide specific feedback on the areas you are interested in.

Product Group Involvement:

MHI held a teleconference with the company followed by email exchange to develop a survey that was deployed to members associated with installing racking, conveyors, protective guarding, etc. where they would encounter like-products. MHI also solicited members to be involved in direct feedback calls with the fastener manufacturer.

When presented with this plan, the inquirer asked *“How much does this cost?”*

Result:

Survey outputs (including requests for further contact) were packaged and sent to the fastener manufacture. Three 1-on-1 calls were also set up and facilitated by MHI staff to allow the manufacture to ask more pointed questions that would help them to improve their product.

“I could not have paid someone and received this level of quality feedback, and so quickly, as MHI was able to do”

Timeframe – 2 weeks elapsed.