



Mobile Work Solution Has A “Profound Effect” On Operations At Resnick Distributors



Resnick Distributors is a growing distributor of food and beverage, health, beauty and other product categories to 1,500 convenience stores, pharmacies, supermarkets, tobacco shops, gift shops, specialty stores, wholesalers and concessions throughout the Northeast and mid-Atlantic. Resnick uses RF applications for receiving, replenishment and other tasks, driven by a PowerHouse/WMS from QSSI, but order picking was a manual, paper-based process. Given the wide range of products they sell, the 100,000 square foot DC in New Brunswick, N.J. has a number of different picking areas with different process types, including case and less-than case picking to carts in coolers and freezers, case pick to conveyor and pallet, and piece and less-than-case picking to totes. This is a complex environment that creates unique challenges in streamlining end-to-end fulfillment operations.

Mobile Work Execution at Resnick

Eighteen months ago, in an effort to increase efficiency and throughput, the company reconfigured its forward pick areas and evaluated technology options to improve and optimize hands-on picking processes. “We had experimented with RF-based picking in the past, so we knew that wasn’t going to give us the productivity and accuracy boost we wanted,” says Steven Resnick, President. Instead, Resnick and his team evaluated voice-directed solutions, and installed the Lucas Mobile Work Execution System, including Lucas mobile applications and the Engage Management Dashboard.

The Lucas solution includes configurable picking processes that support the full range of products and processes in Resnick’s DC, and the Jennifer Mobile applications run on standard industrial devices from Zebra (Motorola MC3190) that support the flexible use of voice, scanning and device screens. Resnick also uses the Lucas QC/Audit application that improves efficiency and accuracy by allowing supervisors to prioritize audits.

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- Steven Resnick, President

In addition to the voice-directed mobile applications, the Lucas solution includes a web-based management dashboard, Engage, that managers use to view and manage work across the various zones in the DC. Using Engage, managers prioritize and release work to the different areas, manage work assignments, and view picking progress in real time. Engage also provides immediate exception alerts, which managers use to expedite replenishment, fill shorts, and improve fill rates. The Lucas Work Execution Server orchestrates hands-on processes with the mobile applications and ensures PowerHouse/WMS is updated in real time.



The Results

“The Lucas solution has had a profound effect on our business, both from the perspective of front-line managers as well as our hourly workers,” says Resnick. “We have greater accountability where we didn’t have accountability before, and managers have real-time data that they need to do their jobs better. Using the Engage dashboard, managers can view the status of work and current productivity and make immediate decisions about allocating workers to different areas. There are no delays.”

Selectors also prefer picking with Jennifer, which has helped reduce turnover. Training time for new selectors has also been reduced to less than a day. “It’s much easier,” says Resnick. “Selectors wouldn’t want to go back to paper.”

Since installing the Lucas Mobile Work Execution System last year, Resnick has seen an 80 percent reduction in overtime and a 30 percent reduction in labor costs. They have also reduced errors 60 percent. “Productivity is improved, we have eliminated errors, and we are filling shorts quicker,” explains Resnick. “This is a fundamental cultural change for our operation.”



About Lucas Systems, Inc.

Lucas provides solutions for intelligent mobile work execution that transform DC operations. We improve hands-on processes and workflows to help people work smarter and dramatically increase productivity and accuracy.

Beyond our passion for process, Lucas has a unique track-record of customer success that translates into an intensely loyal, committed customer base. We work with single-site DCs and large multi-national distributors and retailers across a wide range of industries. Tens of thousands of users at companies like Cardinal Health, C&S Wholesale Grocers, CVS/pharmacy, Mondelez, OfficeMax and Rust-Oleum use Lucas Mobile Work Execution solutions every day. For more information, visit www.lucasware.com.