

Case Study:

WMS Optimization - Accuristix

“In Longbow we are very pleased to have found ourselves a reliable partner rather than a simple services provider... Their creativity in devising solutions to complex problems really impressed me and was so important for meeting our requirements...one of the biggest keys to their effectiveness is in understanding our business.”

- Chris Redpath, Director, Supply Chain Solutions, Accuristix

The Company

Founded in 2004, Accuristix is a leading North American third-party logistics provider. The company focuses exclusively on the healthcare industry.

Accuristix's clients include manufacturers of pharmaceuticals, medical devices, surgical products and equipment, natural health, consumer health, and cosmetic products. With nine distribution centers, Accuristix has 800,000 square feet of secure, temperature controlled, regulation compliant warehouse space.

The company offers a full range of 3PL services. It also provides additional services for the distribution of specialty products such as cold chain, clinical trials, and literature management.

Accuristix is known for its state-of-the-art facilities, as well as its attention to detail in the handling of pharmaceuticals and other critical healthcare products.



The Challenge

Accuristix leveraged its WMS to improve service and help expand its customer base. However, a number of issues were preventing the system from being used to its fullest potential.

Problems with performance and response times were causing slowdowns in shipments and occurrences of missed orders. Archiving was a slow process, and many warehouse operations were taking much longer than necessary. System enhancements were not functioning properly, and it was proving difficult to bring new clients into the system.

There were also problems integrating the WMS with the company's transportation management (TMS)>

Accuristix realized it needed an experienced Supply Chain consultant to resolve problems and optimize system performance. They called in Longbow Advantage.

**Drawing on its
Expertise in Warehouse
Operations and Technology,
Longbow instituted a
multiphase approach**

Phase 1: Problem Analysis

Working closely with Accuristix's IT staff, Longbow conducted a comprehensive analysis of the system.

Problems were found in 3 main areas:

- the application server
- database
- system configuration

Resolving the problems required extensive specialization, system debugging, and close co-operation with third-party service providers that had responsibility for certain functional areas of the system.



Phase 2: Special Projects

To enhance system performance and functionality, Longbow performed a number of customizations.

Custom screens were created, with one designed to resolve an integration problem with the company's TMS. Custom reports and labels were developed to meet Accuristix's special requirements.

Application server commands were modified or re-written to reduce slowdowns. Where indicated, system configuration changes were made to speed up processes.

Phase 3: System Debugging



Longbow's team was able to isolate and fix a series of bugs that were comprising the speed and performance of the system.

In one example, Accuristix was able to significantly reduce trailer close time due to improvements in pack out functionality.

Phase 4: Consultation



Longbow advised Accuristix's IT staff on necessary configuration changes, and provided training on how to perform them.

Working with the company's database administrator, Longbow reviewed system log files to flag queries that were causing slowdowns. Longbow provided recommendations on the most efficient way to modify the queries.

Longbow also worked with third-party service providers to:

- Optimize Parcel performance
- Streamline the archiving process
- Improve integration with Accuristix's TMS

Phase 5: System Configuration

Longbow performed a number of configuration changes to accelerate system response times. In conjunction with improvements in the application server and database, picking operations were greatly accelerated.



The Results

- System performance was dramatically improved
- Trailer closing time was reduced from over 40 minutes to less than 2 minutes
- The time required to dispatch list picks to warehouse floor staff was cut by a factor of 15 – from over 30 minutes to under 2 minutes
- Inventory move times decreased from as much as 1 hour to under 10 seconds
- Since Longbow was brought in, Accuristix has been able to bring 5 times the number of clients on to its WMS
- Because of multithreading approach Longbow developed, the archiving process was significantly speeded up
- Accuristix can now ship products faster, and with greater accuracy. As well, the company has greater flexibility to deal with client requirements and expectations
- Because of their close and productive working relationship, Accuristix views Longbow as a partner in its success

About Longbow

At Longbow, our goal is to be your best distribution technology option in the industry. We have worked with some of the largest global companies across industry sectors specializing in warehouse and labor management system implementations and take pride in our work, achieving a 2018 Net Promoter Score of 86. With over 15 years of experience, there aren't too many distribution problems or system challenges we haven't seen – and Solved!

Our Services:



WMS Implementation

Flexible environment that delivers exactly what you need: simplicity, agility, and results.



WMS & LMS Upgrades

We know all the challenges and can deliver a seamless transition from your old system to new.



WMS & LMS Training

Adoption rates for new technology can make or break your investment. We can train your staff to utilize the full potential.



LMS Implementation

Optimize your warehouse efficiency to positively impact your growth, profit, and customer experience



Hosting

We provide the highest level of service for full hosting capabilities, for both test and production environments



Project Management

We help you anticipate and avoid complications at each point of your project lifecycle.



System Integrations

Integrate your new WMS or LMS to ensure effective communications with your host system and specialized applications



Technical Expertise

Solutions are not one size fits all. Technical experts allow you to tailor your application to fit your specific business needs.



Consulting Services

With a flexible approach, we gauge your current IT infrastructure and needs, improve your overall business efficiency, and mitigate any potential risks.

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