CANA Warehouse Software & Services

PROJECT BACKGROUND

Our client is a US State **emergency incident response department** with responsibility for warehousing, order management, and customer fulfillment of supplies and equipment in support of disasters including infectious disease for citizens across a **large region with challenging delivery locations**.

During the COVID-19 pandemic, our client's supervisory government agency modified its mission. Our client became the distribution center for COVID-19 testing supplies and equipment as well as personal protective equipment (i.e., gloves, gowns, N-95 respirator masks, and more). The request rate increased by 500%, turning a low velocity storage warehouse into a **high-volume eCommerce operation**.

This created multiple challenges and concerns that CANA's WS2 Warehouse Management Solution, a uniquely customized combination of warehouse and analytics expertise and highly configured warehouse management software (WMS), readily solved.

Powered by CANA ANALYTICS®

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CLIENT CONCERNS

The CANA warehouse team proactively introduced technical processes to match the client's desired software solutions. CANA doesn't just install software. Implementing a warehouse management solution starts by mapping physical processes.

HOW CAN WE SAVE TIME?

Manual entry for inventory management and customer requests - these labor and time intensive processes increased errors and reduced visibility.

HOW CAN WE BEST TRACK OUR ASSETS?

No inbound asset tracking capability - the influx of pandemic PPE and testing supplies made it difficult to plan for the volume and type of deliveries. Our client could not see sourcing of these assets nor determine warehouse location once delivered.

HOW CAN WE MAINTAIN MORE ACCURATE RECORDS?

The client identified:

- **a lack of specificity** for things such as bulk items, consumables, hazardous materials, and recalled or expiring items;
- **erroneous, excessive, or insufficient documentation** - certain processes had repeated inaccuracies and outdated paperwork;
- **excess inventory** - COVID generated unsolicited product stockpiles requiring rental of an additional warehouse;
- **communications** - there was no transactional method of customer interaction and no customer registry. Orders were placed via .pdf files and could not be readily tracked;
- **scope of data being managed** - high volumes of raw data across regions and clients, and under time constraints created reporting challenges.

HOW CAN WE OPERATE FASTER?

The client needed an industry standard inventory and distribution management system to **quickly improve efficiencies without interrupting operations across the state**.

CANA's ethos, analytics expertise, and commercial warehouse experience, combined with its ability to customize warehouse management software (WMS) to meet the client's needs and budget, **made CANA an ideal partner.**
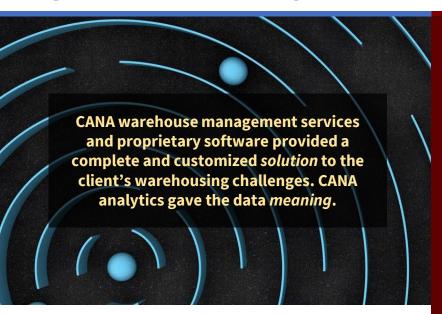
APPROACH

CANA's partnership with our client began with an **onsite assessment.** CANA's task-organized expert team listened to the client's priorities, pain points, and desired process improvements and evaluated operations in progress. CANA addressed the concerns head on:

- collecting clean, complete, warehouse data in a visible, up-to-date repository;
- capturing data through web interface and mobile devices to automate processes;
- collecting, analyzing, and acting upon warehouse data;
- improving inventory management;
- improving data and visibility from warehouse shipping and transit to customer receipt;
- and improving reporting – all with **design principles that focus on improving information and customer service.**

RESULTS

The client now has **full 24/7 operational visibility**.

By capturing transactional data in a repository, **measures of performance at any time interval can be demonstrated to answer questions or to modify processes.** CANA WMS captures and modifies transactional workflow and inventory data by multiple means of interface.

CANA warehouse management services and proprietary software provided a complete and customized *solution* to the client's warehousing challenges. CANA analytics gave the data *meaning*.

Results include:

- Enabling **reduction in excess inventory**, assisting the client to reduce warehouse rental space at $500,000+ per year savings.

- Providing effective monitoring for **equitable regional resource allocation,** a key state metric, through a CANA WMS dashboard.

- Meeting **state procurement priorities** such as customer satisfaction, continuous process improvement, eProcurement, and using analytics for data-driven decisions.

- Providing a customized method for assigning customer tiers for **fast and responsive distribution to priority communities in high demand, thus increasing customer satisfaction.**

- Using CANA's WMS **cloud-based nature** to facilitate seamless future feature upgrades, with scalable and extensible capabilities. This enables future applications like SMART facilities, renewable energy alternatives, and autonomy.

CANA's Customized Warehouse Management Software (WMS):

- Automated client's inventory management and customer-facing functions

- Matched physical/virtual processes: receive, transfer, pick, pack, ship, and verify inventory (count)

- Generated reports so performance can be trended over time and defects can be actioned

- Created user-friendly, data-driven dashboards specifically designed for the client

- Eliminated the need to halt operations for periodic wall to wall inventories by implementing random counts into normal daily operations

- Separated warehouse processes into unique timed actions and trackable data points

- Standardized product naming conventions and descriptions for accuracy

- Used client historical data and advanced analytical models to forecast optimal inventories

- Identified warehouse user permissions and implemented operational business rules allowing specific training for specific functions

- Used standard time segments to allow client to assess scope of operations

CANA created trust by facilitating responsive and accurate distribution of critical assets to our client's customers.

We created value by setting conditions for our client to continually improve operations through analysis of their own data as it is created.

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