

SOCIUS24

INSTARMAC[®]

Case Study

Instarmac Manufacturers Success
with Socius24 and Blue Yonder WMS



“ We moved to Blue Yonder Dispatcher WMS because we were looking for a system that enabled us to both manage and improve our operations, rather than just track inventory. The flexibility of configuration and the ease with which we can transfer data in and out of it appealed to us as we needed something that would work well with our other systems too and react to changing situations. Since we have gone live we have not only been able to make operational improvements but we have also seen a significant reduction in errors.”

Jonathan Marsh, Stock Control & IT Manager, **Instarmac**

INSTARMAC®

About Instarmac

Instarmac is a multi-award-winning company that for over 40 years has been manufacturing and distributing cement and bitumen-based products across 30 different countries. Employing over 175 people, Instarmac pride themselves on research, development and production of innovative material for use in highway maintenance, urban regeneration, tiling, commercial flooring and internal finishing markets.

Background

Invariably, Instarmac find themselves as a key part of mission critical projects and their reputation depends on being able to fulfil time-sensitive orders. For example, as a key provider of materials for highways, their customers rely on them to deliver materials onsite at the precise time for work to be completed. There is no room for delay as roads have been closed and work needs to be completed within agreed timescales with councils and government agencies.

Technology and Automation is key to streamlining every aspect of their business from aligning production to customer demand, through to ensuring that goods flow smoothly through the warehouse and their fleet of 37 trucks are reloaded and dispatched as efficiently as possible.



Challenges

The fundamental challenge that Instarmac was having with their legacy WMS was its' lack of integration with other systems and processes across their operation. The solution managed parts of the process but did not span the full customer fulfilment flow from production to delivery.

As a result, many workflows required manual intervention, putting unnecessary pressures on staff and restricting their ability to focus on value added tasks. This lack of end-to-end integration also limited the holistic visibility that could be obtained from the operation and restricted the ability to drive continuous improvement across their processes.

With multiple products serving diverse specialist markets, Instarmac's business is not just unique as a whole, but has many operational nuances across their different lines. As such, flexibility is key and they were looking for a solution that provided a high degree of flexibility out of the box and could be tailored, by them, to fully align to the specific needs of their operation.

“Having Dispatcher WMS gives us the tools to be able to tweak the system and ensure it is configured to get maximum efficiency, allowing us to improve pick rates and KPIs as well as being able to scrutinise performance.”

Keith Bailey, Stock Controller, Instarmac

“It's been a real pleasure to help Instarmac on their WMS 'journey'. Overcoming challenges of raw materials storage, JIT manufacturing, and getting the finished goods to time critical customers' needs the best people, processes and WMS performance.”

Craig Jones, Managing Partner, Socius24

Key Requirements



Integration: Across the end-to-end workflow, seamlessly working with production systems and routing systems to automate as much as possible.



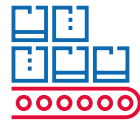
Visibility: Provide management with a complete picture of their operation in real-time to ensure that customer promises are always met.



Flexibility: To align to the specific needs and nuances across their business both now and long into the future.

Solutions Delivered

Instarmac was looking for both a solution and a partner that could give them the highly configurable functionality from a WMS that they needed, that could cover every aspect of their production to deliver optimisation and provide the level of real time visibility into their operation they required. From their very first engagement with Socius24, it was evident that they had a wealth of knowledge and experience that would add value and clearly demonstrated to Instarmac how Blue Yonder (formally JDA RedPrairie) Dispatcher WMS was the right solution for their operation.



1. Planning for an Integrated WMS aligned to business needs

Socius24 worked closely with Instarmac in defining the requirements of the Dispatcher WMS and planning the integration and deployment of the solution across the operation.



2. Enabling Instarmac to be self-sufficient through Training & System Configuration Support

Wanting to be in control of the solution they were deploying, Instarmac leveraged Socius24's thorough in-depth training to understand how to tailor Dispatcher WMS to their specific needs.



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

The solution was first rolled out to two external unmanned warehouses with the support of Socius24 before rolling the solution out in a controlled manner over 12 months across the entire organisation.



4. Benefiting from ongoing Support and Guidance from Socius24

With a focus on continually improving and maximising their investment in Dispatcher WMS, Instarmac continue to leverage Socius24's knowledge and expertise to marry-up their wish-list to functionality and benefits.

Outcome

With the invaluable support of Socius24, Dispatcher WMS is now managing the end-to-end customer fulfilment process for Instarmac, automating many tasks and providing unprecedented real-time insight into the operation.

THE BUSINESS

For the business, Instarmac has a solution that enables them to operate in a highly efficient and effective manner, with information flowing seamlessly between systems and with many processes automated. They have full control on how they want to work and a solution and partner that enables them to achieve this.

OPERATIONS

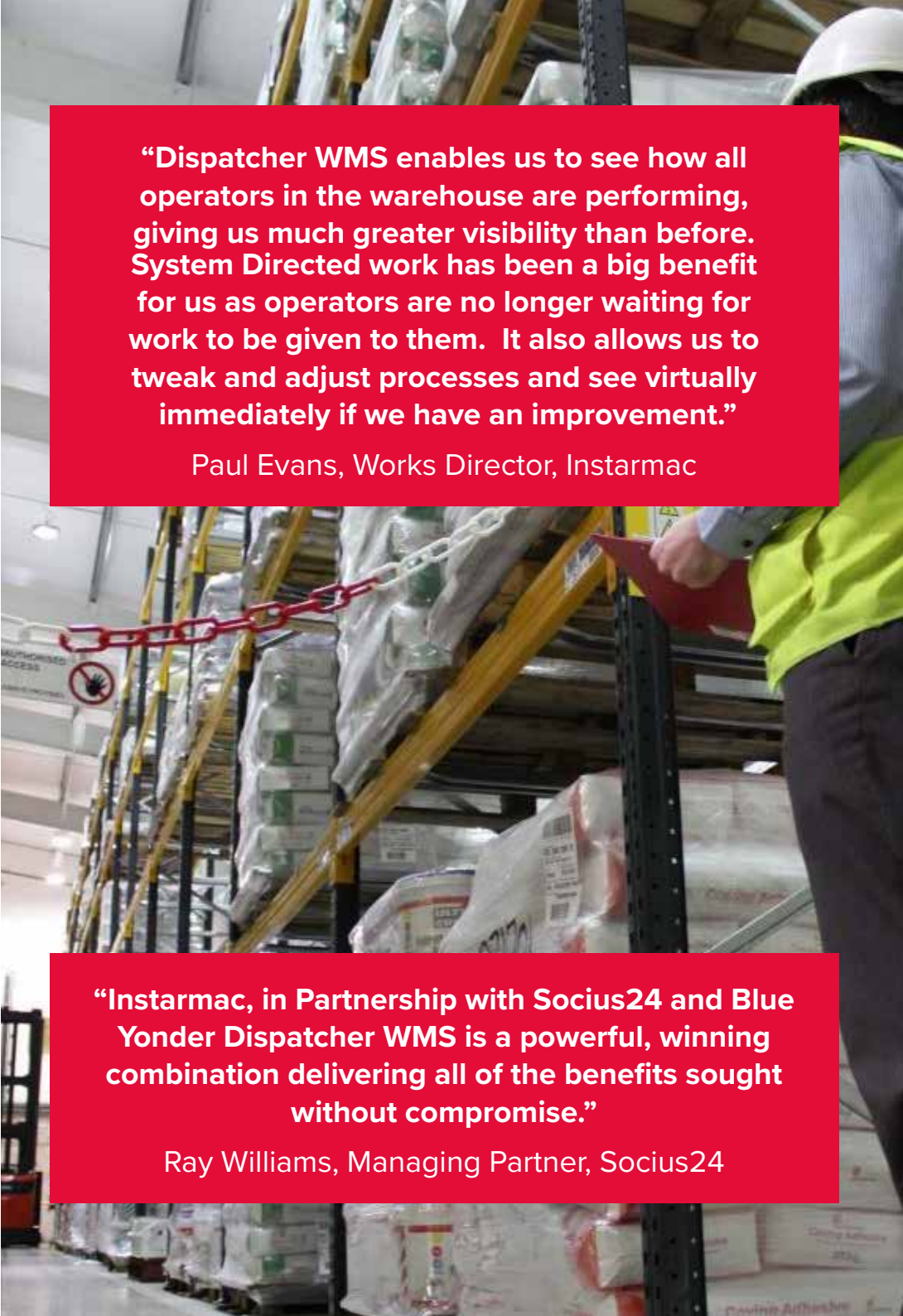
Instarmac are seeing benefits across their entire operation. Pick rates have increased both in terms of speed and workforce productivity. This has enabled them to get more advance work done, enabling Load Picking to be faster and be ready for when they are needed.

Integration of Dispatcher WMS into Instarmac's manufacturing system has created a more efficient and seamless flow of goods from raw material storage into the manufacturing process. After completion the finished goods are receipted back into the warehouse, ready for customer dispatch. This not only ensures that short lead-times can be met, but that an efficient JIT process for manufacture can be achieved.

Dispatcher WMS has released key staff from onerous manual work with many of these processes now being automated and enabling staff to manage mission critical workflows and do more value added tasks.

THE CUSTOMER

For Instarmac the 'cost of quality' is paramount. A missed order can be extremely costly both financially and in terms of ongoing customer loyalty. In the first six weeks of Dispatcher WMS being rolled out across all processes, Instarmac has seen a significant improvement in order accuracy and on-time delivery resulting in a 75% reduction in customer issues.



“Dispatcher WMS enables us to see how all operators in the warehouse are performing, giving us much greater visibility than before. System Directed work has been a big benefit for us as operators are no longer waiting for work to be given to them. It also allows us to tweak and adjust processes and see virtually immediately if we have an improvement.”

Paul Evans, Works Director, Instarmac

“Instarmac, in Partnership with Socius24 and Blue Yonder Dispatcher WMS is a powerful, winning combination delivering all of the benefits sought without compromise.”

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.





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