

HALLIS HUDSON INCREASE WAREHOUSE THROUGHPUT BY 20%

The implementation of a new eSmart® Warehouse data capture system into Infor M3 enables Hallis Hudson to increase warehouse throughput by 20%, redeploy 4 data entry employees and extend its order shipment deadline by 1 hour.

Hallis Hudson is a leading supplier of curtains, blinds and accessories for the Soft Furnishings industry. With a strong 'Commitment to Excellence' and customer service ethos, Hallis Hudson ships fulfilled orders for next day delivery.

THE CHALLENGE

One of the main challenges Hallis Hudson faced was the accuracy, speed and timeliness of data capture relating to shipments. Hallis Hudson and its customers needed to know the exact products and quantities placed into each box, for full traceability of the delivery. However, problems occurred due to the nature of the business and complexity of customer orders, where a single shipment often consisted of multiple packages packed in different warehouse zones.

The use of a paper based system to manually record packed items slowed data entry and resulted in human errors. This in turn delayed despatch times and made tracing shipment contents difficult.

"BEC's data capture solution has massively improved customer service and we have easily recouped our investment in the solution within 18 months. The BEC team adopted a strong project approach and assisted in solving challenges, for example, printer integration which was not strictly within their defined project role. This flexibility unquestionably contributed to the smooth running and timely completion of the implementation."

Alastair Soper,
Operations Director at
Hallis Hudson Ltd.



— HALLIS HUDSON —
Committed to excellence



THE JOURNEY

When Hallis Hudson took the decision to update their host ERP system to the latest release of Infor M3, they knew they had the opportunity to automate information flow across the company.

Hallis Hudson realised that an investment in automated data capture would fulfil the need for accurate shipment information and free up resources normally used to key data manually into the host ERP system.

The inclusion of printer technology would enable the immediate printing of shipping labels for each consignment, at the packing station.

THE SOLUTION

BEC (Systems Integration) Ltd was introduced to Hallis Hudson as the preferred supplier of seamless integration into Infor M3.

The solution BEC implemented used hand held computers and compact desktop printers from Zebra. Each of Hallis Hudson's packing desks were provided with a hand held device and printer.



Upon receipt of customer orders, Infor M3 uses logic to determine when and where to print picking lists within the warehouse. The order is assembled by a team of pickers, who then pass the goods for packing. Packing teams, using Zebra handheld terminals via the WiFi network, scan item barcodes as they are picked and assembled into a shipment for the customer.

During the packing process, BEC's eSmart® Warehouse data capture software, communicates the transaction data to Infor M3 in real time, enabling instant validation of the packed items against the order.

Alastair Soper, Operations Director at Hallis Hudson commented, "The eSmart® data capture solution from BEC allowed us to redeploy 4 people, previously tied up with data entry, into other areas of the business, while also increasing warehouse throughput by around 20%, without additional staff."

Once the order is packed, a list of items contained within the box is printed and fixed to the packaging as it is closed. Using unique box numbers assigned by Infor M3, the data capture system records the items and quantity packed in each box, giving Hallis Hudson full traceability of deliveries. An automatic despatch notification is then sent to the Courier to arrange collection of the consignment.

Continuing, Soper added "...our improved shipping operations have enabled us to extend the shipment deadline by at least one hour, allowing customers to place next day delivery orders up until 6:00pm the previous day. The system is proving so efficient that we are considering extending this to 7:00pm, which will be a significant benefit for our customers, many of whom find it difficult to place orders during normal office hours."

THE IMPLEMENTATION

Assisting with training in the data capture solution and Go-live support during implementation, BEC provided advisory support on WiFi infrastructure and hardware integration throughout the project.

The data capture solution from BEC integrates seamlessly with Infor M3, without requiring modifications to the ERP host.

THE RESULTS

The automated data collection system used for shipping operations has already proved beneficial. Provided with real time capabilities, Hallis Hudson now receives immediate updates and full visibility of all shipment information as well as complete traceability of fulfilled orders. BEC's eSmart® Warehouse data capture system has helped streamline packing operations and improved the utilisation of human resources.

By solving the issues relating to the flow of shipment information, Hallis Hudson has improved interaction with their Courier Partner, substantially reduced shipping costs by consolidating orders and bettered customer service.

ABOUT HALLIS HUDSON

Based in Preston, Lancashire, Hallis Hudson, is one of the UK's leading business-to-business suppliers of curtain hardware, accessories and workroom products for the Soft Furnishings industry. Offering an extensive product range and same day order receipt & despatch, Hallis Hudson provides a full range of industry standard brands and is valued for their traditional values, being a friendly family owned business.