



A&A Global Industries Eliminates Technology-Related Warehouse Disruptions for Enhanced Fulfillment Speed and Accurate Data

A&A Global Industries is a premier supplier of wholesale toys, novelties, and candy for the amusement, redemption, family entertainment center (FEC), and bulk vending industries. With warehouses in Orlando, Florida, and Cockeysville, Maryland, A&A Global is one of the five largest FedEx parcel shippers in the Mid-Atlantic and also handles a large volume of less-than-truckload (LTL) shipments.

A&A Global Struggled With Unstable Warehouse Technologies

Before implementing ScanForce in 2021, A&A Global was experiencing costly interruptions in warehouse processing. Its warehouse management system (WMS) would cause handheld device crashes, freezes, and data loss that the WMS provider could not resolve.

Additionally, the previous WMS provider delayed the release of the Sage 2020 compatible version. The delay forced the A&A Global team to remain on an outdated, unsupported version of Sage 100. Frequent system crashes resulted in employees repeating their work, causing subsequent order fulfillment delays.

"As our business continues to grow, so do the requirements of our warehouses," stated Brett Johnson, A&A Global's IT Director. "We needed a supplier who was able to keep up with our needs."



END-USER

A&A Global Industries

CHALLENGE

Previous WMS was unstable, worsened by unresponsiveness from the support team, creating operations disruptions

SOLUTION

- ScanForce's Warehouse Management System has safeguards in place to ensure data integrity and system stability
- ScanForce's support team goes above and beyond

ScanForce Delivers the Solution

After enduring frustration, shipment delays, and unresolved support requests, A&A Global opted for a new solution, ultimately selecting ScanForce.

When an unexpected situation arose on a Thursday, prompting the need to expedite the go-live date by several weeks, the ScanForce team worked tirelessly over the weekend to deploy the solution without prior notice. By Sunday afternoon, the go-live was complete. Employees arrived Monday morning and started using ScanForce immediately without significant operational disturbances. They were already familiar with working on handheld devices, so with just one hour of training, they were up to speed and ready to go.

The Benefits of Working with ScanForce

Since implementing ScanForce, A&A Global has experienced a warehouse free from technology-related disruptions. The remarkable improvement in fulfillment speed has resulted in heightened trust in the accuracy and consistency of inventory data, empowering employees to make well-informed decisions that drive the business forward.

Key benefits A&A Global experienced with ScanForce:

- Custom enhancements were quickly identified and delivered
- Handheld communication protocol for data processing eliminates the potential for data loss
- Quick to release compatible software when Sage puts out a new release
- Responsive, knowledgeable, and committed support team

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“ScanForce is a stable, reliable solution that has been excellent to work with: extremely responsive, knowledgeable, and committed to our success.”

— Brett Johnson, IT Director
A&A Global Industries

