



Northeast Distribution Improves Accuracy With Automated Warehouse Systems

Northeast Distribution Ltd. supplies specialty hearth retailers and chimney sweeps across New England, New York, New Jersey, Pennsylvania, Delaware, Maryland, and DC. Northeast Distribution offers high-quality fireplaces, inserts, stoves, grills, chimneys, tool sets, and accessories from 58 reputable brands in the industry.

Northeast Distribution's Manual Processes Were Inefficient

In an industry with a tremendous amount of inventory, many small accessories get picked with larger unit orders, making order picking a tedious task for even the most organized facilities. When using manual processes and a pen-and-paper system, Northeast Distribution wasn't achieving the operational efficiency the team aspired to attain.

Picking the right quantities and identifying the correct products proved to be challenging, resulting in a higher incidence of errors. Josh Dumond, General Manager of Northeast Distribution, explained, "We had higher than wanted error levels, difficulties with storing our inventory freely without it being manually tracked, and a lot of employees who just wanted to have an easier time doing their jobs."



NORTHEAST DISTRIBUTION LTD

END-USER

Northeast Distribution Ltd.

CHALLENGE

Manual picking processes and a paper-and-pen system were inefficient and required a significant amount of labor hours

SOLUTION

ScanForce's Warehouse Management System utilizes barcode scanners to automate processes and reduce errors

ScanForce Delivers the Solution

Dumond learned about ScanForce from his Sage partner, Shabnam Munjal. Dumond stated, "Installation took only a few days total. We did a lot of testing to be safe, but ScanForce was very helpful throughout, and answered all our questions. We were so successful with our installation and setup, that we are now helping our sister company set up ScanForce."

"We instantly saw an increase in our throughput with outbound orders. Knowing where everything is makes picking orders a breeze, this all leads to us handling our ever-growing business without needing to hire more people. We also have far fewer errors, consistently achieving nearly 100% accuracy, and this has led to more satisfied customers and less money spent solving issues. Additionally, all my employees are happier and more successful in their roles," explained Dumond.

The team quickly deployed barcode scanning and ScanForce's Warehouse Management system to increase efficiency and reduce errors. Enhancements like Wave Picking enabled workers to pick multiple orders at a time. Workers no longer need to sort through piles of papers and waste time going through orders. In addition, Directed Picking offered a visual guide to the proper picking bin, creating an efficient picking path. They then added ScanForce's Multi-Bin module to drill down on inventory tracking to the bin level and maximize warehouse space.

Dumond added, "We reduced labor; we normally hire an additional person during busy seasons, but this was not needed anymore. We increased our outbound capacity by 50% on a daily average. And our errors have become almost non-existent, and this alone would be the ROI."

Furthermore, Northeast Distribution linked vendor part numbers to their own part numbers during the receiving process. The team set up default bins with label printing to get inventory to such a high quality that errors were caught before they made it to shipping. "We probably had a 90% order accuracy rate. Now, we're averaging around 99%. Our goal internally is 99.5%, so we're almost there," Dumond said.

Northeast Distribution also benefits from ScanForce's continued support.

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"The level of technical support we get from ScanForce to this day, not even just during implementation, is almost immediate. We know that we're being prioritized,"
stated Dumond.



The Benefits of Working with ScanForce

Northeast Distribution implemented ScanForce and worked several vital features into processes during their first year on the system. Remarkable improvements in throughput and decreased errors have created a happier and more productive work environment.

Key benefits Northeast Distribution experienced with ScanForce:

- Efficient and fulfilled employees
- Improve inventory tracking with the Multi-Bin module
- Streamline picking and increase accuracy with advanced picking methods
- Increase order throughput
- Save hours on end-of-year counts
- Easy-to-use interface
- Responsive technical support

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“All aspects of our business became more accurate and efficient. Our inbound and outbound functions were the greatest gains, but we also eliminated the need to work extra weekends.”

— Josh Dumond, General Manager
Northeast Distribution

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“ScanForce is our go-to partner for our clients who want to make their warehouses more accurate and efficient. They have fast, reliable technology, and their support is top-notch.”

— Shabnam Munjal, Partner
Munjal White Consulting Corporation

