

Solutions Study



Solution: Utilizing a Customer's existing WMS

Situation

Over the three decades of doing business, Aspen has always been involved in our customers' systems. However, with one customer who we have done business over 30 years, we have performed the business on their WMS for over 15 years in 3 sites. As a vendor of their network, this was a requirement.



Strategy

Aspen realized that to be successful working on our customer's WMS, we needed not only to be engaged with the direction that our customer was going, but experts in their methodology. So we took it upon ourselves to learn this system, modify our warehouse processes to incorporate the system logic and become a leading knowledge base of the system. Many people when implementing a WMS want to "change" the system to accommodate how they do business. Our approach was completely different. We wanted to learn the system inside and out and then change our approaches to accommodate the system logic. We knew that this approach would make us more successful long-term even though the learning curve initially would be more challenging.

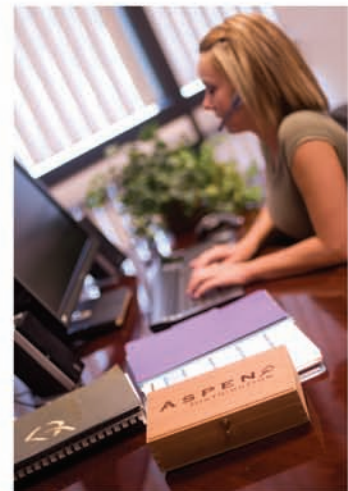


Results

Aspen has always had the strongest knowledge of the customer WMS in the network. Our depth of knowledge has not only allowed us to support our customer in a variety of areas but also to support other vendors in our network with the system throughout the years.

Due to our approach in understanding the WMS and changing our processes, the following areas became reality:

- **Processes were very efficient and effective due to "not fighting" the new system but modifying processes to accommodate system logic**
- **Increased productivity in a variety of areas by using many facets of the system and not just relying on the norm.**



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- Thorough knowledge of the system – to the point where our knowledge base has far exceeded our customer's.
- Have become an extension of our customer's IT organization

In addition, Aspen was asked to help in the implementation of the customer's WMS in Russia. We had a dedicated resource assigned to Russia for 10 months and hosted the Russian systems group in our Salt Lake training center multiple times for training. We continue to be a resource to the Russian group and they implement enhancements to the WMS. This has provided a great opportunity to a variety of our technology group that in most cases would not be available.



Aspen is a top 100 third party logistics firm who has been in business for over 30 years and operates approximately 3 million square feet of modern refrigerated and ambient warehouse facilities along with their own fleet of trucks. Aspen specializes in a variety of value-added services, including co-packing, pick pack, just-in-time inventory management and time sensitive custom deliveries. Aspen is a specialist in the retail and healthcare supply chain and understanding the details involved with shipping to major retailers and grocery chains.

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