



A leading 3PL service provider scales up productivity with PYXIS™ - Warehousing & Distribution Management System

3PL Business- A paradigm shift

Collaboration between Third Party Logistics Providers (3PLs) and their clients are increasingly passing the way for 3PLs to develop a substantial number of services to respond effectively to customers' logistics needs. As per industry reports, the less-frequently used 3PL services tend to be somewhat more strategic in nature and more customer-facing, and IT-intensive, such as order management and fulfilment (16%), IT services (13%), supply chain consultancy services (10%), fleet management (8%), customer service (10%), and LLP/4PL services (8%).

3PLs need to form a very strong framework of customer service that rides on process orientation, integrated IT systems, global capabilities and meaningful relationships. To compete in a globally converged marketplace, they require technology systems that are scalable & flexible enough to support such services. The 3PLs are driven by a need to become an indispensable entity to their clients.

3PL Provider serving Healthcare & Pharma Industries embraces change

Founded in 1990 and now with approx. 200 employees and \$160 million in annual revenues, the 3PL company has become one of the premier providers of outsourced logistics service solutions to leading companies in the pharmaceutical and consumer products industries. Client is ISO certified organisation, which is not a common occurrence in its field and is serving some of the most successful brands in the world with varied offerings.

They have attained a leadership position in their market by making customer service as their foremost priority. Since its foundation, the company rapidly expanded its facilities in Middle East with 230,000 square feet of distribution space. However, steady expansion has created technology and systems gaps in the company's current IT infrastructure.

Inadequate IT meant poor visibility leading to sub-optimal productivity

Expanding business requires resources and systems that can support the growing business volumes and business reach. The 3PL co.'s business grew rapidly to multiple client companies; however the technology platform it was using was not scalable. They were using an in-house system that has been enhanced and fixed several times, thereby becoming more costly to maintain and cumbersome to use.

"A system that had originally suited our needs was now a hurdle for smooth functioning of our operations," said a Director of Distribution for the client. "Unexpected shutdowns, system failures and unstable environment forced us to ramp up our maintenance staff thereby increasing our costs."

PYXIS™ is a complete end to end WDMS

PYXIS™ automated all operations that had been performed manually or aided by in-house system, right from receiving inbound materials to providing parts up to the designated drop zones. PYXIS™ also provides inbound/outbound trailer and dock door management.



A system mapped to 3PLs business needs

Ready to tackle its technology issues, client had already set its sight on a solution from Kale Logistics after briefly examining competing options.

"We've been around the block at industry tradeshows and kept up to speed on viable supply chain solutions," said the client. "PYXIS™ is a world-class system, reliable, flexible and well-respected in the industry and Kale logistics is the pinnacle provider we were searching for."

After meeting with the team Kale Logistics, client settled on a solution that would provide the flexibility and rapid deployment it wanted. Client is now rolling out PYXIS™ to other WDCs, with minimal changes to the SOP and agreed workflow. Client's IT and operational team to implement the system on independently for these roll outs

Expenses shrink while efficiencies expand

Kale helped the 3PL configure a process that would allow it to migrate all its clients as quickly as possible without any service disruptions. "Kale provided a core team that helped us develop an aggressive eight month deployment schedule," said the operations manager.

The company began by moving a pilot client, with DC floor personnel using a parallel run approach to simultaneously accommodate PYXIS™, as well as the old system. As client users became more proficient with PYXIS™ and the implementation process, the company began to migrate more clients to PYXIS™. "Despite all our clients having their own unique operational processes and interfaces to work with, we were able to migrate all major clients onto PYXIS™ in record time." said the IT Director.

It's been over two years since the last client migrated to PYXIS™; the 3PL co. has seen large gains in productivity and visibility. The 3PL company no longer has to run overtime shifts to make up for lost hours, and its maintenance crew can focus on other issues with an efficient supply chain solution in place. The shipping department has been completely automated, allocating this labour to other areas in the DC.



Significant value-add leads to better customer satisfaction and lower costs

PYXIS™ provides a host of features for the complete automation of the Warehouse Operations. These include.

Inbound Operations

- Advance Information to Multiple Warehouse at Branch /Stores level
- Unloading Inspection & Received Tally Management
- Discrepancy Management at GRN
- Task allocation tool

Outbound Operations

- Dispatch Order Management
- Kitting / Packing Process Management
- Container Stuffing operation
- Gate Pass and Delivery Tracker

Inventory Management

- Location Stock Transfer Movement
- Hold & Release SKU
- Cycle Count and FSN / ABC Classification
- Inventory at GRN Locations, at levels of Inspection, storage and dispatch

Location Management

- Hierarchy Management
- Space Capacity Utility
- Location Allotment and Split Criteria
- Check Digit for Location
- Pick Tour Operations

Automated Operations

- Trolley Fill tasks
- Put Away Tasks to Inventory Update
- On the Go Location Transfer
- Guided Picking with identified Drop Zone
- Cycle Count

Gate Pass & Invoicing

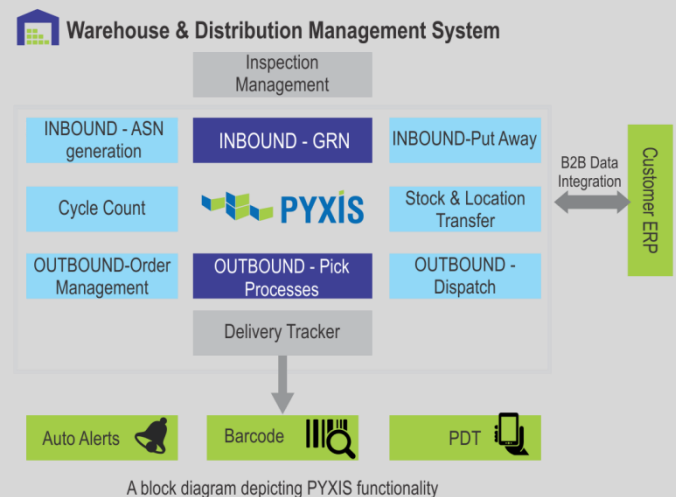
- Vehicle In Out Monitoring
- Space Rented billing
- Volume serviced wise billing
- Task operated wise billing

Customer portal

- 360 view on the inventory movement
- Control on Dispatch Orders & Integration with ERP for Order Management

PYXIS™ Warehousing & Distribution Management System

PYXIS™ helps to manage all the warehouse activities starting from the arrival of cargo, storage, location management and dispatch. It can be integrated with leading ERP solutions to provide a seamless solution.



It is a readily configurable system in which the user can define the location rules, package types, picking rules, shipment procedures, packaging techniques, and all other significant details regarding warehouse operations. It optimizes these tasks based on detailed algorithmic rule engines. These extensive PYXIS™ functions are available to improve the distribution centre's operations by minimizing costs and increasing productivity.



With PYXIS™ we have been able to unleash the power of IT to completely transform our operations and realise better visibility, scalability and outbound services which in turn can help our clients' business pick greater momentum

Director of Distribution, a Leading 3PL service Provider



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