

CASE STUDY

Guest Supply welcomes an era of new innovation and modern transportation

Manhattan Active[®]
Transportation Management





Industry-leading technology for an early adopter

Guest Supply, a subsidiary of Sysco Corporation, is the premier distributor of hospitality products worldwide, shipping shampoo, conditioner, lotion, textiles and more. The company was looking to upgrade its transportation management system (TMS) servicing 10 distribution centers (DC) in the U.S. and Canada.

As a believer in the power of innovation, Guest Supply wanted a TMS that would break the cycle of upgrades and testing every time new capabilities were added. Manhattan Active® Transportation Management (TM) was an ideal choice. Manhattan Active solutions are cloud native, built entirely on a modern, microservices architecture. Better yet, the solution is always current, offers full extensibility and access to new innovation every 90 days – without ever having to upgrade.





“No upgrades were a huge benefit. Because we always wanted the latest functionality, we would have a cycle of six months preparing for the upgrade, a few months of using the new system and then start the cycle again. With Manhattan Active Transportation Management, it’s quarterly updates, no downtime, and you get the new functionality a lot faster.”

– Marc Graff, Director of Logistics, Guest Supply



Collaboration and implementation

The Manhattan team worked side by side with Guest Supply to ensure that every step of the implementation went according to plan. Meticulous focus was put on every aspect of how the operation was working, as well as potential opportunities for improvement. That meant reviewing every interface and learning the intention behind it.

As Graff put it: “This was an opportunity to fix all the duct tape and band-aids we put in. They did the configuration and set up all the extended attributes. They helped load the base data. They did all the training, as well as true, end-to-end testing, including reporting. And they helped replicate so we could go back and validate it. I am extremely grateful for those steps. They made all the difference.”





Extensibility is key

Because Manhattan Active TM offers a “no code, low code, your code” approach, Guest Supply was able to tailor the application to its specific needs. For example, the company needed to see the address of suppliers, which wasn’t in the base functionality. In just minutes, Manhattan changed the software to do just that.

In another instance, Guest Supply wanted to get the system to send an email to a carrier when an invoice was rejected. The team was able to change Manhattan Active TM to send emails that were even personalized and included the Guest Supply logo on it.

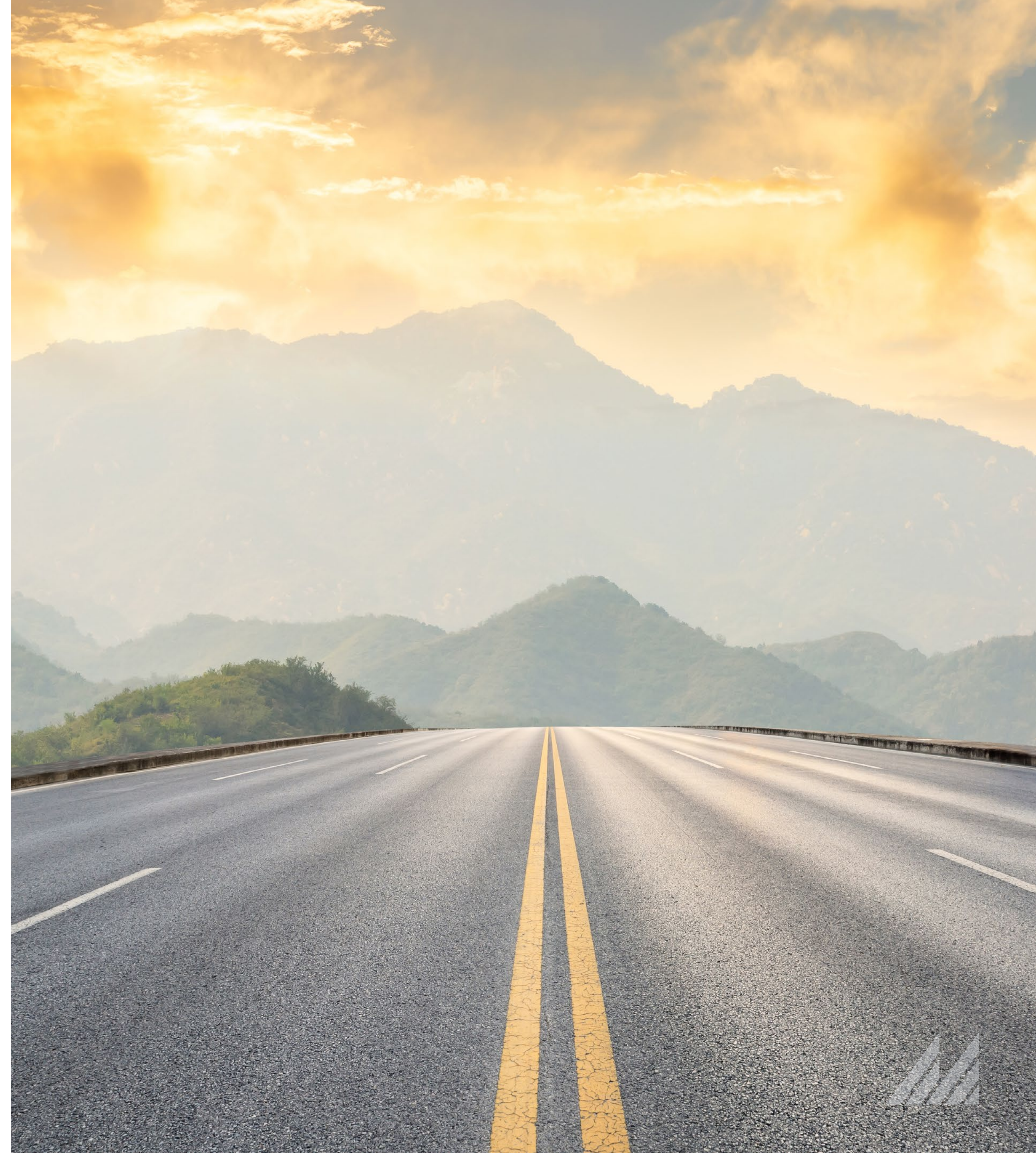
“The fact that I can customize the base product is definitely an advantage.”

– Marc Graff, Guest Supply



“I have never had an issue where anyone on the Manhattan side said they couldn’t solve it. They are always looking for a means to an end. There’s always a solution, there’s no giving up.”

– Marc Graff, Guest Supply





The moment of truth

Before Guest Supply went online with the new TMS, the decision needed to be approved by Sysco's corporate office. Graff went in, presented his recommendation, and got the go-ahead. What happened next was incredibly simple.

“We got on the agenda at 11:30 am. At 11:55 they approved it and by noon we were live. We literally just pushed a button and switched all 10 of our DCs over.”



Faster, more efficient operations

The way Guest Supply's cadence worked, DCs would get thousands of orders, all at once. With the old system, it would take 30 minutes to an hour to organize, sort and route them. Manhattan Active TM is handling those tasks 10 times faster.

“Manhattan Active TM is definitely a 21st-century application. You gain productivity because there are steps that are happening automatically.”





Always adding innovation

Guest Supply is constantly looking for ways to perform with greater adaptability and flexibility. Graff said he appreciates that with Manhattan Active TM, he gets software updates every 90 days with no testing or downtime, providing faster access to the latest product innovations, such as new features and enhancements.

“There’s a quarterly email announcement that comes out with release notes. I literally drop everything I’m doing to see what’s in there, to see what kind of toys I can start playing with. You get new functionality, faster to market, in a less intrusive way.”



A belief in the process

Graff said that the project has been so successful, he believes other companies would greatly benefit from the advanced functionality and access to innovation that the Manhattan Active Transportation Management application provides. The key is to set clear goals from the outset and collaborate with Manhattan to achieve them.”

“The first thing I would say is just do it. Begin with the end in mind. Design what you want to accomplish at the start of the project.”

