Manhattan Solutions for

FOOD AND BEVERAGE

///Manhattan
Associates®

Executive Summary

CHALLENGES

Food and beverage manufacturers and distributors are moving to a resilient and agile supply chain that ensures high performance in the face of ever-present supply chain pressures, including:

› Optimizing inventory to profitably handle supply chain disruptions.

› Adapting to meet new supply chain demands.

› Maintaining efficiency and productivity with the new labor normal.

› Ensuring safety and traceability in compliance with regulations.

› Adopting and supporting direct-to-the-consumer models.

› Managing increasing sustainability demands.

SOLUTIONS

Manhattan Associates enables food and beverage leaders to solve any pressure and activate their resilient and agile supply chain with:

› **Warehouse Management** that accelerates the flow of goods and information and enables flawless execution across inventory, labor, advanced automation, robotics, and physical space.

› **Labor Optimization** that provides an integrated and mobile experience using data-driven gamification and real-time digital communication to self-motivate workers and incentivize employee performance.

› **Slotting Optimization** that intelligently optimizes slotting moves and picking as part of overall distribution center management.

› **Transportation Management** that enables faster, more capabilities for optimized planning, improving visibility, accelerating planning, and lowering costs.

› **Inventory Optimization** that ensures critical items are available, providing complete inventory visibility supported by advanced demand planning and forecasting.

› **Direct-to-the-consumer order fulfillment**, including order management, contact center, digital self-service capabilities, and wave-based warehouse management that enables exceptional service directly to consumers.

OUTCOMES

Food and beverage leaders have realized significant business outcomes with Manhattan solutions:

› Sysco improved inventory accuracy to better serve customers and significantly reduce inventory costs.

› Casella Family Brands, makers of Yellow Tail Wine, increased warehouse utilization by 22% and reduced labor costs.

› Martin Brower now exceeds the standards for food traceability set by the Food Safety Modernization Act.

From the warehouse to your customers, your supply chain must be ready to withstand any disruption, support any regulation, and fulfill any demand. Manhattan solutions promote a resilient and agile food and beverage supply chain that is ready to overcome supply chain pressures and quickly enact change to meet new demands. Move your products more swiftly, safely, and efficiently with Manhattan.

Why Manhattan?

› Our deep understanding of the food and beverage supply chain improves your business outcomes

› Our feature-rich solutions support your most sophisticated food and beverage supply chain requirements

› Our cloud-native technology is proven to enable a truly resilient and agile supply chain

Food and Beverage leaders like Sysco, KeHE, Weetabix, and NDCP use Manhattan solutions to optimize their supply chain.
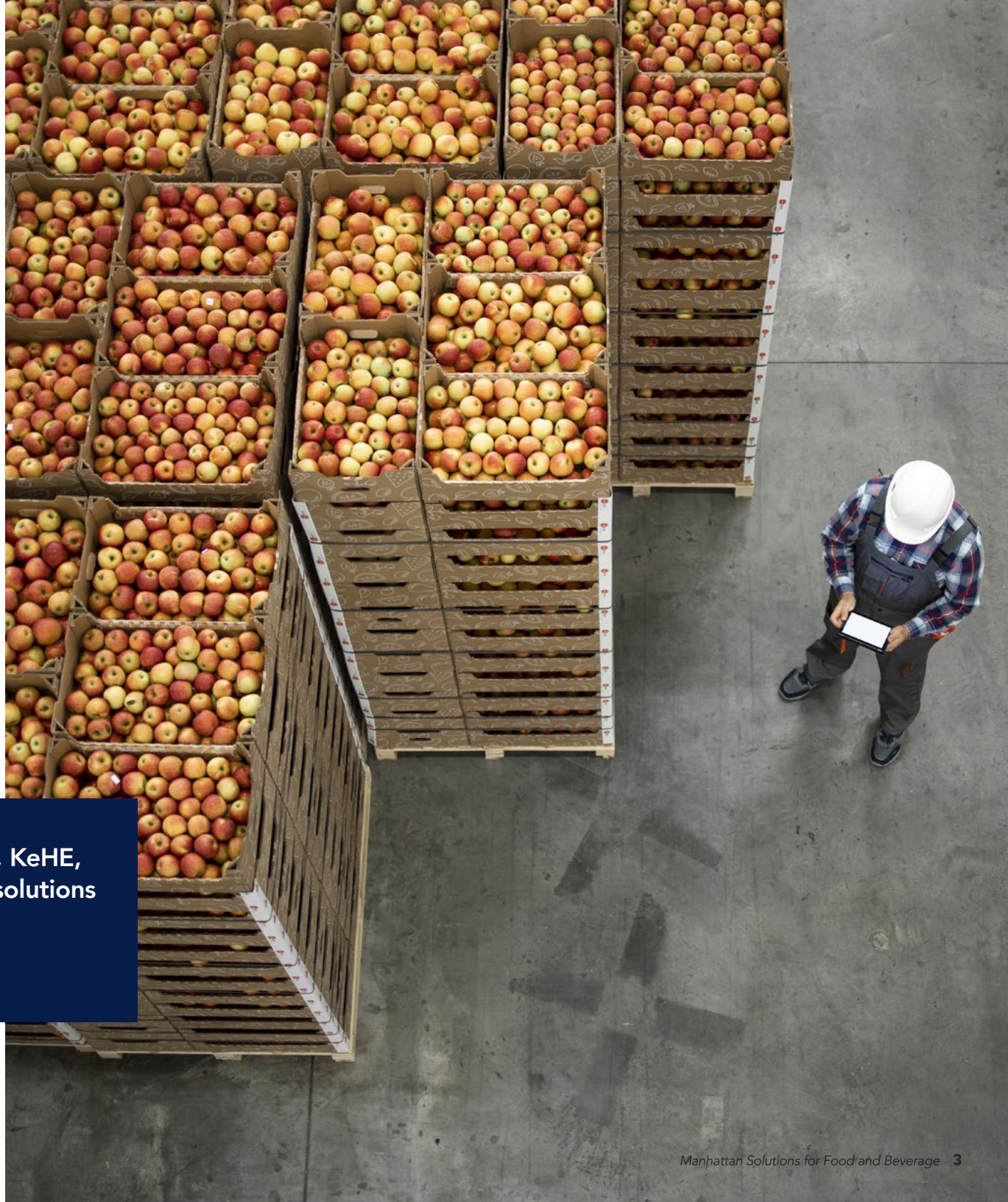
Focus on helping you overcome supply chain pressures

Industry leaders like you recognize that improving the resiliency and agility of their supply chain infrastructure is essential to business success. Some industry leaders have reported 500 to 600 supply chain disruptions per month since the COVID-19 pandemic's beginning, increasing costs and degrading service levels.[1] Forward-thinking companies are making supply chain improvements to minimize the effects of disruptions, be more responsive to change and demands, streamline business processes, and enhance human performance. Manhattan is ready to help you succeed in today's and tomorrow's challenging supply chain environment with solutions that address and overcome critical supply chain pressures like the following:

OPTIMIZING INVENTORY TO PROFITABLY HANDLE SUPPLY CHAIN DISRUPTIONS

Food and beverage supply chains face unprecedented pressures due to accelerated disruption fueled by global events and challenges. Disruption poses significant risk, considering the complexity of the end-to-end food and beverage supply chain. A survey of industry leaders showed that global disruption is the number one threat to their businesses.[2] We have worked with industry leaders like KeHE to rethink their inventory strategies and **Demand Forecasting** processes in order to be better prepared to forecast and manage supply and demand fluctuations and issues.

ADAPTING TO MEET NEW SUPPLY CHAIN DEMANDS.

The food and beverage industry is constantly evolving, and the industry is experiencing demanding new sources of growth, including nearly a 117% increase in direct-to-consumer sales.[3] Companies are rapidly expanding product lines and stock-keeping to meet demand. As a result, warehouses are quickly reaching capacity with new inventory. We have helped companies like Casella Family Brands to optimize their **Warehouse Management** processes to improve human, space, and equipment utilization.

MAINTAINING EFFICIENCY AND PRODUCTIVITY WITH THE NEW LABOR NORMAL

Labor shortages and increasing wages continue to challenge food and beverage businesses. Research has found that fewer than half of food and beverage executives believe their companies are "ready" or "very ready" to manage work in this new labor normal.[4] We have worked with manufacturers and distributors worldwide to increase labor efficiency and enhance labor usage through improved **Warehouse Management** and **Labor Management**.

ENHANCING TRACEABILITY AND TRANSPARENCY TO IMPROVE SUPPLY CHAIN RESILIENCY

Governments worldwide call on food and beverage supply chain participants to enhance traceability and transparency to improve safety. For example, the U.S. Food and Drug Administration continues to evolve the Food Safety Modernization Act to create a safer and more digitally traceable food system.[5] Our **Warehouse Management** and **Transportation Management** solutions help companies digitize and automate tracking and tracing to help industry leaders like Martin Brower ensure their products are safe and of the highest quality.

ADOPTING AND SUPPORTING DIRECT-TO-THE-CONSUMER MODELS

Consumers are increasingly using online options to buy their groceries. In the last six months of 2021, 6 in 10 (62%) U.S. consumers tried a direct-to-consumer brand for a food or beverage purchase.[6] Food and beverage companies will need to increasingly offer online buying options to meet this increasing market demand. Not only do we have valuable experience in preparing warehouses for e-commerce fulfillment, but we are also a leader in enabling **Omnichannel Retailing,** including order management and customer engagement.

MANAGING INCREASING SUSTAINABILITY DEMANDS

Environmental, social, and governance concerns are growing in importance for the industry.[7] We can accelerate your sustainability goals by enabling more efficient operations and solving climate and other environmental issues. We can help you strengthen **Inventory Management** and **Transportation Management** to reduce waste created by spoilage and to reduce shipments and, thus, carbon emissions.

Built to help you improve supply chain performance

Realizing a resilient and agile supply means improving performance across your supply chain. We have designed and built our supply chain solutions to spur improvement in demand planning, warehouse operations, fulfillment, transportation execution, and on-line customer engagement. Here are some of the many supply chain key performance indicators (KPIs) we keenly focus on to help our food and beverage customers improve and succeed:

DEMAND FORECAST ACCURACY

Helps you measure the accuracy of forecasted demand against actual demand at an individual item level, which is essential in understanding how well you manage inventory. **Demand Forecast Accuracy = difference between actual and forecast demand at an individual item level.**

Applying Manhattan Active Inventory Demand Forecasting and Replenishment, Sysco predicts it will **improve its demand forecast accuracy by up to 5%,** helping improve working capital by millions of U.S. dollars.

OBSOLETE STOCK/ SPOILAGE

Measures the amount of obsolete stock or spoiled inventory that cannot be sold (a critical indicator of supply chain viability). **Obsolete Stock/Spoilage = (amount of unsellable stock in period / amount of available stock in period) x 100.**

Manhattan Demand Forecasting helped KeHE **reduce spoilage by 5%**; NDCP, using Manhattan Active Warehouse Management and Transportation Management, predicts it will **drop waste and spoilage by 10% to 20%.**

LABOR/EQUIPMENT UTILIZATION

Indicates the rate at which the workforce and equipment are utilized in the warehouse to fulfill orders. **Utilization Rate = (Actual Output / Maximum Possible Output) x 100.**

By streamlining distribution with Manhattan Active Warehouse Management, Casella Family Brands **increased warehouse utilization by 22%** and reduced labor costs.

Please see the case study section for more details on these Manhattan customers.

KPIs where Manhattan has a significant impact.

Gross Margin Return on Investment
Shows how much a food and beverage company made compared to how much it invested in stock purchases. Manhattan solutions that can improve this KPI: Warehouse Management, Labor Management, Transportation Management, Inventory Optimization

Customer Satisfaction Score
Measures the level of customer satisfaction with food and beverage company's experience, such as fulfillment. Manhattan solutions that can improve this KPI: Inventory Optimization (Demand Forecasting and Replenishment), Warehouse Management, Transportation Management

Inventory Carrying Costs
Indicates the total of all expenses related to storing unsold goods, including depreciation, opportunity cost, and warehousing. Manhattan solutions that can improve this KPI: Inventory Optimization (Demand Forecasting), Warehouse Management

Inventory Turnover / Days to Sell
Shows the rate at which a food and beverage company replaces inventory in a period due to sales. Manhattan solutions that can improve this KPI: Inventory Optimization (Demand Forecasting and Replenishment)

Sales Order Fill Rate / Promising
Enables you to understand if you can immediately meet your customers' orders with the current inventory. Manhattan solutions that can improve this KPI: Inventory Optimization (Demand Forecasting and Replenishment), Warehouse Management

On-Time In-Full (OTIF)
Measures the number of cases delivered in full and on time as a percentage of all ordered cases – a key service level. Manhattan solutions that can improve this KPI: Warehouse Management

Order Cycle Times
Assesses distribution efficiency in the elapsed time from the release of an order to a warehouse and when it is shipped. Manhattan solutions that can improve this KPI: Warehouse Management, Labor Management, Slotting Management

Warehouse Productivity
Indicates productivity rate by which labor performs essential warehouse tasks (receiving, put-away, and picking/packing). Manhattan solutions that can improve this KPI: Warehouse Management, Labor Management, Slotting Management

Truckload Capacity Utilization Rate (Cube)
Measures truckload utilization, and can indicate loading optimization problems that result in overspending. Manhattan solutions that can improve this KPI: Transportation Management

Fuel Economy (Miles Driven)
Assesses total miles driven and fuel utilized over a period of time. Route optimization can reduce miles, fuel, and carbon output. Manhattan solutions that can improve this KPI: Transportation Management

Tender Acceptance Rate
Shows shipping tenders rejected versus accepted. A lower acceptance rate can lead to higher costs. Manhattan solutions that can improve this KPI: Transportation Management

Distribution Costs
Measures all expenses involved in processing orders for distribution. Manhattan solutions that can improve this KPI: Warehouse Management, Slotting Management, Transportation Management

How we help you succeed

Manhattan Active® Supply Chain, Manhattan Active Inventory, Manhattan Active Omni

Every day, food and beverage supply chains stress meeting the rising demands of customers while maintaining stability in the face of disruptions. Speeding products to market, enabling new business strategies, including e-commerce fulfillment, and minimizing the effects from disruptions, the goal is always to keep customers happy and loyal. As supply chains evolve, new trends emerge, and exceptions occur, today's food and beverage supply chain must be resilient and agile, fending off issues and activating change to consistently meet customer needs and do so while improving profitability.

The modern resilient and agile food and beverage supply chain is durably unified from order to delivery, giving you crystal-clear visibility and unprecedented control from one end of the supply chain to the other. Architected for responsiveness, optimized for greater efficiencies, and aligned for joint automation and human effectiveness, Manhattan Active Supply Chain and Manhattan Active Inventory deliver the modern food and beverage supply chain that enables you to be always resilient and highly agile.

How does Manhattan help you optimize and succeed? Manhattan Active Inventory helps you ensure critical items are available, providing complete inventory visibility supported by advanced Demand Forecasting. Manhattan Active Supply Chain harmonizes distribution (warehouse operations) and transportation to achieve peak productivity and efficiency. Manhattan Active Warehouse Management enables you to accurately and efficiently execute distribution from receiving to fulfillment, expertly navigating regulations, storage requirements, tracking requirements, labor challenges, and service-level agreements. Manhattan Transportation Management routes items to their desired location with precise planning and execution supported by optimized carrier engagement to ensure timely delivery at the best cost.

When you begin to grow your direct-to-the-consumer business, we can help you succeed beyond enabling e-commerce fulfillment workflows in your warehouse. Our Manhattan Active Omni order management and customer engagement can enable you, as it has for many online retailers, to deliver the high levels of service that keep today's consumers satisfied and loyal.

We understand the criticality of your supply chain to your company's brand. This criticality drives us to provide you with the best experts, services, and support to make our leading solutions work for your unique business and processes. Matured from the know-how gained from working closely with many of the world's leading food and beverage manufacturers and distributors, Manhattan Associates provides the

› Leading supply chain solutions

› Experience and expertise

› Services and support

that enable you to commerce confidently in the face of any supply chain pressure.

Why Manhattan

Manhattan Active Supply Chain, Manhattan Inventory, Manhattan Active Omni

Our deep understanding of the food and beverage supply chain improves business outcomes.
We have built valuable expertise working with food and beverage manufacturers and distributors worldwide. Our solutions and services result from this experience, and our expertise creates real measurable business outcomes and value for our customers. Consider NDCP's view of Manhattan:

"Manhattan has a mastery of the technical issues and a thorough understanding of how our industry works. It grasps our objectives and knows how to help us reach them. Manhattan is the perfect partner to help us cost-effectively capitalize on the tremendous opportunities that lie ahead of us."

Our feature-rich solutions support the most sophisticated food and beverage supply chain requirements.
We have delivered solutions to optimize supply chain efficiency, agility, and reliability across the food and beverage industry. Our know-how and technology innovation combine to form long-lasting solutions to supply chain problems and improvement opportunities. Consider this perspective from Sysco when commenting on finding a solution to generate demand forecasts at both the operating company and the regional distribution center levels:

"We chose this system [Manhattan Demand Forecasting] because it was the only one we saw that solved this problem. It enabled us to forecast at the lower levels. And it projected future orders between the customer-facing unit and the redistribution center. The math and strategy were good."

Our cloud-native, micro-services technology drives your resilient and agile supply chain.
Our solutions provide clear supply chain visibility and unprecedented control from order to delivery and from planning to execution. Our cloud-native and micro-services architecture is flexibly composable and configurable to quickly and cost-effectively enable new processes, experiences, and outcomes. Optimized through data sciences and aligned through behavioral sciences, our solutions create work environments that foster the best of humans and automation executing together to drive greater efficiency and productivity. Consider this perspective from Gartner:

A Leader in the 2022 Gartner® Magic Quadrant™ for Warehouse Management Systems (WMS), for the fourteenth consecutive time, Manhattan is once again positioned highest in Ability to Execute and furthest on Completeness of Vision. Manhattan is also a 2022 Gartner Magic Quadrant Leader for Transportation Management, for the fourth consecutive year, offering the only cloud-native, 100% micro-services Transportation Management System.

# Find the capabilities to help you improve

Manhattan Active Supply Chain and Manhattan Inventory Optimization

With Manhattan, flexibility is at the core of our solutions, allowing you to leverage the capabilities you need to solve your most pressing challenges and improve your supply chain performance. Maybe you want to naturally converge every element of distribution and transportation to achieve peak productivity and efficiency. Possibly, your focus is optimizing your demand forecasting and inventory. Or maybe you seek to improve your warehouse operations. Regardless of the best option for your business, you'll get the advantages of the Manhattan Active platform: our cloud-native architecture that automatically scales when needed, never requires upgrading, and is fully extensible at the UI, data, and network levels with more than 10,000 APIs available. Here is a quick synopsis of our recommended solutions for improving and optimizing the food and beverage supply chain, with links to learn more:
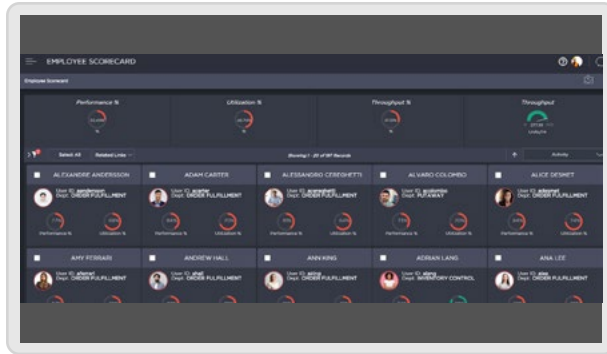

MANHATTAN ACTIVE WAREHOUSE MANAGEMENT

Engineered to enable a resilient supply chain, and agile enough for whatever comes next, Manhattan Active Warehouse Management unlocks the untapped potential of every warehouse/distribution center. Advance your warehouse operations beyond basic picking, packing, and shipping, including seamlessly orchestrating all work across man and machine, to create and flawlessly execute a hyper-flow of inbound and outbound goods and information. **Learn More ›**
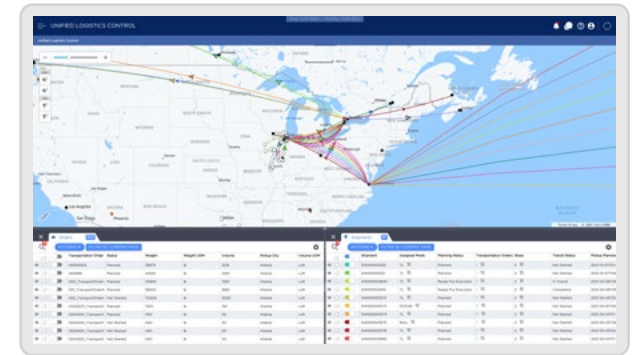
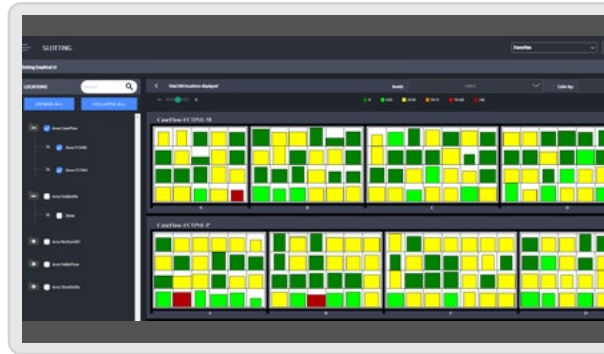### MANHATTAN ACTIVE TRANSPORTATION MANAGEMENT

Manhattan Active Transportation Management is the fastest, smartest, and easiest way for you to manage transportation planning and execution. Capabilities such as multi-modal optimization, unified logistics control, and pre-integrated rate and capacity management enable you to optimize routes, improve visibility, accelerate planning, and lower the cost of shipping while reducing carbon emissions. **Learn More ›**

MANHATTAN ACTIVE LABOR MANAGEMENT

Once we understand what drives human desire, aspiration, and behavior, we can develop techniques and intuitive tools to create a more individual and rewarding work experience. Manhattan Active Labor Management uses data-driven gamification, real-time digital communication, automatic recognition, rewards programs, and more to move beyond labor management to true employee engagement and performance. Learn More ›

MANHATTAN ACTIVE SLOTTING OPTIMIZATION

Manhattan Active Slotting Optimization provides unique, seamless integration of slotting moves and picking, engineered as part of overall distribution center management. It continuously optimizes slotting by analyzing seasonality, sales trends, and product variations, using applied intelligence while maintaining preferred-item sequencing and family groupings. Learn More ›
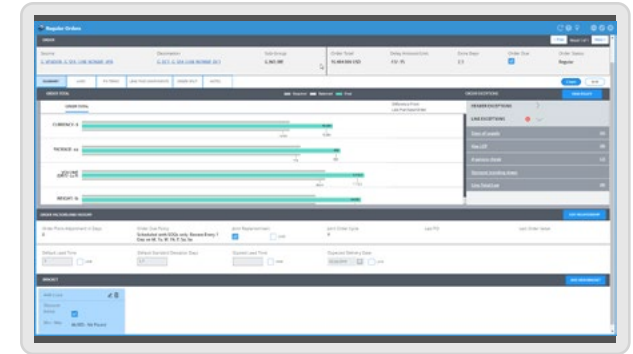
MANHATTAN ACTIVE INVENTORY

Manhattan Active Inventory uses machine learning to continuously monitor and automatically fine-tune inventory, enabling precisely positioned inventory across your supply chain to reduce the risk of stockouts or oversupply. Demand Forecasting uses valuable visibility and insights into a wealth of structured and unstructured inventory data, unlocking new levels of predictive forecasting accuracy. Learn more ›

Enabling Successful Digital Commerce

Manhattan Active Omni

As direct-to-the-consumer becomes a more significant part of your business, you will benefit from solutions that improve the performance and profitability of your digital commerce operations. As digital commerce grows, customer expectations rise. Customers will expect same-day, next-day, or 2-day deliveries. With last-mile fulfillment being a significant part of digital commerce operational costs, your order management capabilities will need to meet these expectations while controlling costs.

Providing an excellent brand experience is also essential to your success. Having the customer service data, systems, and processes to manage and address customer inquiries in a timely and accurate manner can make the difference between a repeat customer and a lost customer. With Manhattan Active Omni, you can apply order management and customer management capabilities built from deep retail industry experience to solve your most pressing operational challenges and deliver the customer service that grows a loyal direct customer base.
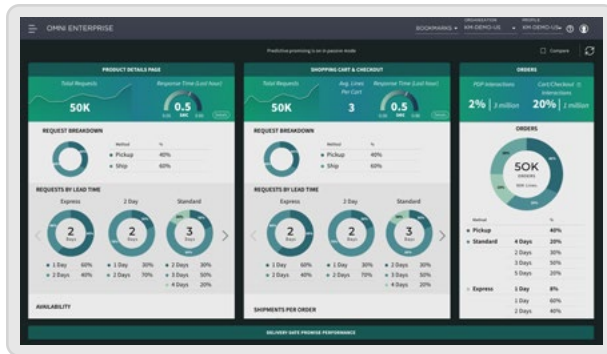
MANHATTAN ACTIVE OMNI ORDER MANAGEMENT

Manhattan Active Order Management enables you to manage the entire life cycle of digital commerce orders supporting direct-to-the-consumer models. Online sellers rely on Order Management to initiate and manage an order's complete, end-to-end life cycle — from initial inventory availability check to payment settlement and sales posting to shipping. **Learn more ›**
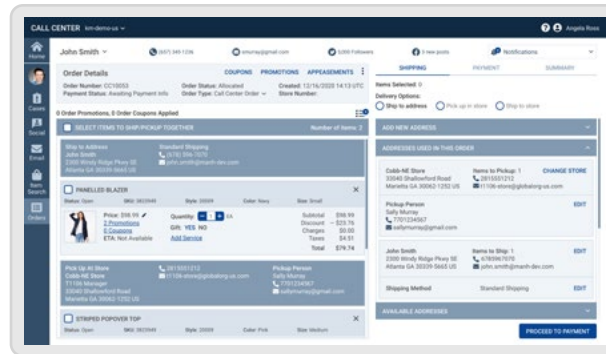
MANHATTAN ACTIVE OMNI CONTACT CENTER

As food and beverage companies adopt direct-to-the-consumer models, providing excellent customer service to online customers becomes paramount. Manhattan Contact Center gives your customer service associates the information and capabilities necessary to create memorable experiences. It helps preserve positive customer impressions by helping to solve problems quickly and easily. **Learn More ›**
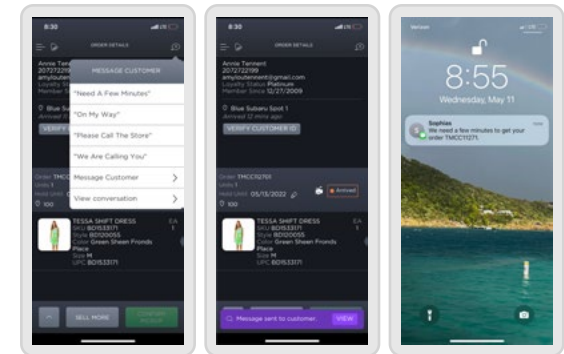
MANHATTAN ACTIVE OMNI DIGITAL SELF-SERVICE

Sometimes your customers will want to solve issues independently before engaging a customer-service agent. To help you meet customer needs, we offer options to empower customer self-service with digital self-service and virtual-assistant support. These capabilities allow consumers to immediately inquire, adjust, and recast their order experience. **Learn More ›**

Manhattan is proud to have been named the only leader in The Forrester Wave™: Order Management Systems, Q2 2021.
Learn more ›

See how we help leaders like you succeed

Sysco®

SYSCO MANAGES INVENTORY ACROSS 74 LOCATIONS WITH HELP FROM MANHATTAN

Manhattan solution: **Inventory Optimization - Demand Forecasting and Replenishment**

Sysco, the largest food distributor in North America, needed a demand forecasting and inventory replenishment solution to accurately supply 400,000+ products to its customers and reliably fill customer orders within 8 to 24 hours. Sysco's complex multi-echelon distribution network complicated managing this large volume and delivering on this challenging service level.

Today, Sysco's inventory planners use Manhattan Active Inventory Demand Forecasting and Replenishment to optimize inventory across the company's broad network, allowing it to replenish stock efficiently and effectively. Manhattan's solution enables Sysco to forecast at the lower levels in the network and project future orders between customer-facing operating units and regional distribution centers. It allows the company to balance inventory investment against customer-service objectives, providing planners with the ability to set service-level goals by item and location. Then it calculates the proper safety stock levels to achieve these goals.

This capability can improve Sysco's working capital by tens of millions of dollars. With increased buyer efficiency and accuracy, order year-over-year inventory has improved significantly, and the company has reduced aged and obsolete inventory. Sysco predicts forecast accuracy will improve 2% to 5%.

"We and many other customers have solid relationships with Manhattan's customer services team. They know this side of Sysco's business as well as we know it. They're extraordinarily valuable, and they're a big part of the reason why we're so comfortable with Manhattan."

Ray Morgenstern, Senior Director, Supply Chain, Inventory Management, Sysco

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Sysco improves demand forecast accuracy by up to 5%

Manhattan Solutions for Food and Beverage

KEHE TAKES FRESH APPROACH TO INVENTORY

Manhattan solution: **Inventory Optimization - Demand Forecasting and Replenishment**

With a network of 16 distribution centers (DCs) supplying 30,000 retail locations across North America, KeHE is one of the largest pure-play grocery and natural food distributors in the United States. KeHE's previous inventory management solution didn't support the growth of their customers' needs. The food distributor required an advanced solution providing a deeper understanding of customers' needs to enable better service.

KeHE implemented Manhattan Active Inventory Demand Forecasting and Replenishment to improve customer service, optimize inventory levels, and create more efficient forecasting and replenishment capabilities. The solution enables KeHE to predict future demand through innovative forecasting techniques. These techniques include self-tuning policies, automated exception management, and demand forecasting for specific customers, all working together to anticipate and consider the most complex demand planning scenarios.

KeHE implemented Demand Forecasting and Replenishment in all 16 DCs. These locations have experienced significant service level improvements and a 5% inventory reduction and 5% spoilage reduction.

 "While we looked at numerous factors, the key to our decision centered around a software vendor's ability to provide quick solutions. Through Demand Forecasting and Replenishment, the tool provided all the capabilities our business needed in one spot."

Raj Govindarajan, Senior Director Supply Chain, KeHE Distributors

LEARN MORE

Reduced spoilage by 5%

Manhattan Solutions for Food and Beverage   18

[yellow tail]

YELLOW TAIL WINEMAKER RAISES GLASS TO MANHATTAN SUPPLY CHAIN COMMERCE SOLUTIONS

Manhattan solution: **Warehouse Management**

Casella Family Brands, Australia's largest family-owned winery, is the maker of Yellow Tail, the record holder for the fastest growing imported wine in U.S. market history. As its business grew, Casella Family Brands recognized it needed new technology to improve inventory visibility across its two distribution centers. Further, the company needed to achieve the required scalability to improve product availability and drive future growth, including integrating new brands.

Casella Family Brands replaced its legacy supply chain and stock management capabilities with a dedicated global distribution management and order fulfillment solution based on Manhattan Warehouse Management. The solution is now weaved into the fabric of Casella Family Brands' business, making the entire operation stronger. For example, the distribution teams (both export and domestic) now plan weekly loading into "waves," picking of all orders and allocating multiple stock-keeping units with differing pallet dimensions into containerized loads.

By streamlining distribution and enabling ongoing business growth with Manhattan, the company has realized many key benefits, including increasing warehouse utilization by 22%, reducing labor costs, and improving traceability throughout the supply chain.

"The combined effect of all these advancements enabled by the Manhattan technology has had a tremendously positive impact on our bottom line and has really set us up for future supply chain success. All of which has enabled us to focus on what we do best, producing industry-leading wines to share with the world."

Sam McLeod, Distribution Manager, Casella Family Brands

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Increased warehouse utilization by 22%

MARTIN BROWER ENABLES A RESTAURANT'S SUCCESS BY MANAGING ITS SUPPLY CHAIN

Manhattan solution: Warehouse Management

Martin Brower provides supply chain solutions to over 20,000 restaurants around the world. As the key supply chain arm of the largest fast-food chain in the world, Martin Brower relies heavily on its supply chain partners to exceed food safety standards while maximizing company profitability.

To lead the industry in food safety and traceability, Martin Brower partnered with Manhattan Associates to tailor Warehouse Management to capture all track and trace information in an automated fashion. It has also partnered with its food and paper suppliers to ensure all critical tracking elements are captured and maintained from the farm to the restaurant.

As a result of the Manhattan solution, Martin Brower believes it exceeds the standards for food traceability as expected by the U.S. Food Safety Modernization Act. Exceeding these standards helps the company meet the needs of prominent clients, ensuring products are safe and of the highest quality when they reach the restaurant.

"We have a very strategic partnership with Manhattan and as a result believe we exceed the standards for food traceability as expected by the Food Safety Modernization Act."

Melissia Jacobsen, Vice President of Supply Chain and Technology Solutions, Martin Brower

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Exceeds food traceability standards set by us government

WEETABIX IMPROVES ACCURACY BY STOCK LOCATION AND OPERATIONAL EFFICIENCY WITH MANHATTAN ASSOCIATES

Manhattan solution: **Warehouse Management**

Weetabix Food Company (commonly referred to as Weetabix) is a United Kingdom-based food processing company that produces popular breakfast cereal brands, including Weetabix, Alpen, Crunchy Bran, and Ready Brek. To support its steady growth, the company needed to automate its warehouses to increase productivity and improve inventory accuracy. Its legacy warehouse system could not pinpoint the precise location of the 35,000 pallets of stock across its 82-acre facility, resulting in poor stock accuracy and spoilage.
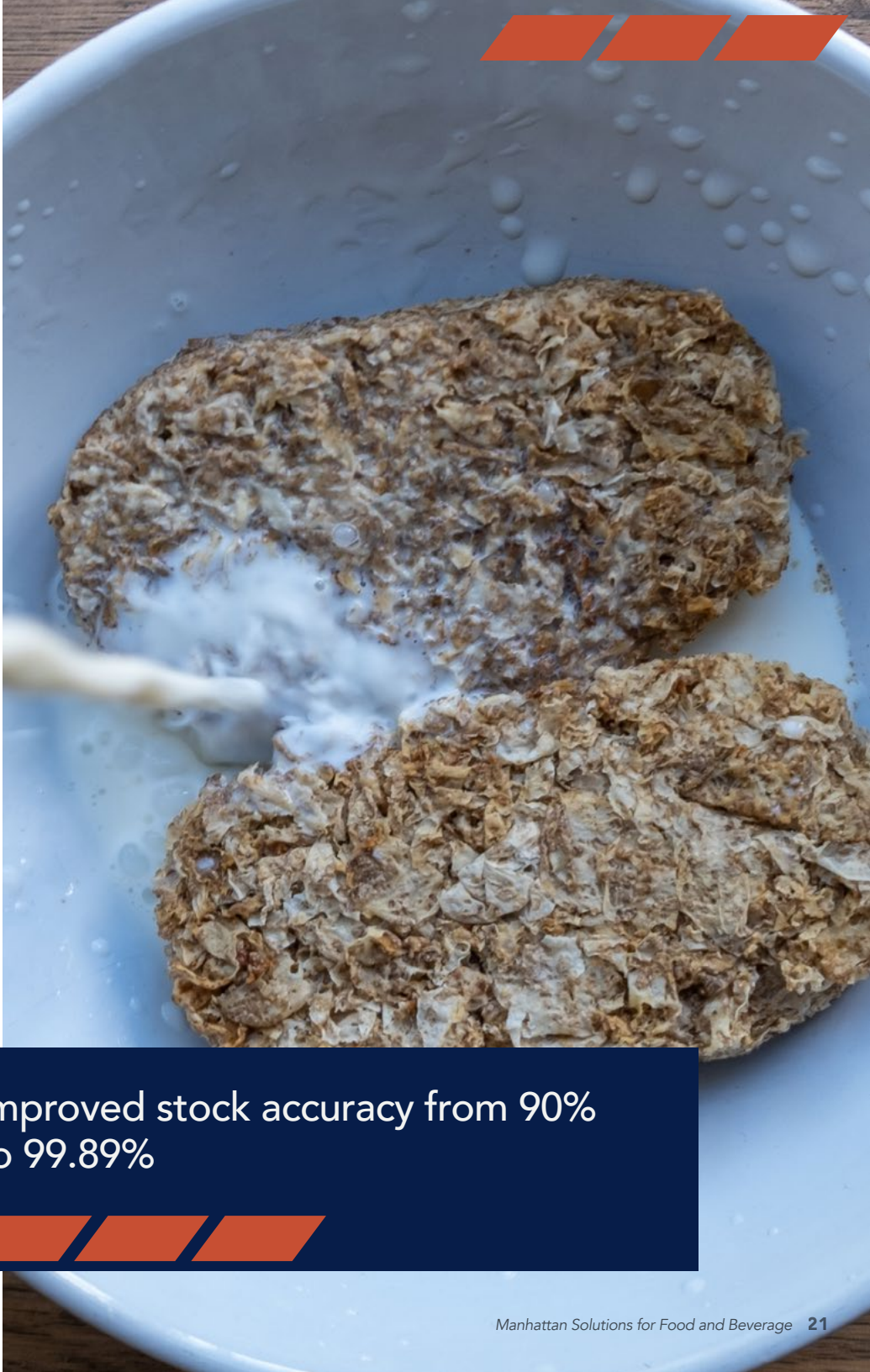
Weetabix reimaged its Warehouse Management processes with Manhattan. Improving the stock-taking process was one of the many areas of improvement. Previously, this process was a month-long task with a dedicated team manually checking inventory against a 200-page report at each location. The Manhattan solution allows stock to be instantly verified, as every pallet is scanned to its location. This process means that stock-taking has become integrated with everyday tasks.

Weetabix can also now enforce a strict stock rotation policy that significantly reduces finished product wastage. By implementing Manhattan, Weetabix has standardized distribution operations, improving stock accuracy by location from 90% to 99.89% and increasing operational efficiency.

"We have seen a significant reduction in finished goods wastage, as Manhattan's software ensures that stock that is first in is the first out. We no longer have old stock sitting in 'hidden locations' or on the back of racking edging towards its expiration date."

George Perry, Head of Supply Chain, Weetabix

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Improved stock accuracy from 90% to 99.89%

DUNKIN'

NDCP UNIFIES SUPPLY CHAIN OPERATIONS

Manhattan solutions: Warehouse Management and Transportation Management

Behind the famous Dunkin' Donuts and Baskin-Robbins ice cream brands is National DCP (NDCP), the $2 billion a year sourcing and distribution arm that ships product deliveries to more than 8,100 restaurant locations in the United States and abroad. To optimize its physical and IT networks, NDCP launched a major initiative called "Project Freshstart." As part of this project, NDCP replaced a 10-year-old distribution system too fragile and antiquated to scale up to meet the business's demands.

NDCP implemented Manhattan Warehouse Management and Transportation Management systems on a single platform and connected to NDCP's new ERP and Labor Management solutions as well as warehouse voice-picking technology. NDCP's tight integration of transportation and warehouse processes is expected to reduce transportation costs annually by 3% to 7%; improve backhaul opportunities by 10% to 20%; and drop waste and spoilage by 10% to 20%.

"We chose Manhattan because it delivered the right mix of technology, training, ease and speed of TMS/WMS implementation, and the ability to scale IT capabilities to cost-effectively support our expansion and help us find new ways to drive up efficiencies."

Chris Lafaire, Senior Vice President of IT, National DCP

LEARN MORE

Forecasts up to 7% reduction in transportation costs

NOTES/SOURCES

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To learn more, visit manh.com

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