



# Migrating to Manhattan Active<sup>®</sup> Transportation Management

The road to success starts here

 Manhattan

# A guide to driving change

As the world of transportation continues to evolve, companies are looking for more innovative and adaptable ways to manage their logistics operations. However, many organizations still rely on legacy transportation management systems (TMS) that can no longer effectively accommodate the changing needs of their business.

Legacy TMS solutions often lack the capabilities required to deliver real-time visibility, agility to react to changes, unification with other systems, and extensibility to meet specific organizational needs. Manhattan Active Transportation Management (TM) is designed to address these challenges and provides a modern solution for optimizing transportation operations.

How can you make the transition to cloud-native Manhattan Active TM?  
What are the key considerations and best practices?

In this ebook, we explore the steps involved with moving to Manhattan Active TM and the role the Manhattan team plays in ensuring a successful implementation. Throughout, we include quotations from Guest Supply, a Sysco company and Manhattan customer. They reflect the organization's experiences, insights and recommendations for making a successful transition.





## Challenges posed by legacy TMS

Organizations with outdated transportation management systems often face a range of obstacles that impede the ability to effectively manage their logistics networks.

### **Limited visibility into shipments:**

A legacy TMS often lacks real-time visibility into shipments – as well as the ability to act – making it difficult for organizations to track shipments, react to disruption and maintain service levels.

### **Difficulty managing exceptions:**

When shipments don't go according to plan, which often happens in today's transportation environment, it can be hard to manage exceptions. This leads to increased costs, delayed shipments and dissatisfied customers.

### **Lack of unification with other systems:**

Outdated solutions often operate in silos, making it difficult to integrate with other systems, as well as to share data across the organization and with partners and customers.

**Inability to fully customize the software:** Most legacy TMS technology lacks extensibility to be tailored to meet specific organizational needs. This can lead to inefficiencies, a lack of control over transportation operations and sub-optimal performance.



# The benefits of modern, cloud-native technology

Manhattan Active TM is cloud native and built entirely with a microservices architecture. In other words, it is engineered specifically for the logistics obstacles you face each day. The technology offers benefits that include:

**Scalability:** The solution has the elasticity to automatically scale up or down to meet the demands of your network.

**Zero Downtime Upgrades:** Because it is based in the cloud, the technology is always current, upgrading with no downtime or interruption to end users.

**Extensibility:** Manhattan Active TM allows customers to adapt the application, and develop custom extensions, without modifying the base code. This capability enables a truly unique customer experience and user interface specific to your business needs, data and services.

**Access to Innovation:** Manhattan adds new innovations to the software every 90 days, ensuring customers have the capabilities they need to function as effectively as possible.

## CUSTOMER INSIGHT

“No upgrades were a huge benefit... 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 for Global Transportation Management, Guest Supply



# How Manhattan Active TM transforms transportation

Powered by the benefits of a cloud-native application – and armed with the fastest, most intelligent optimization engine ever created – Manhattan Active TM delivers essential capabilities for today’s challenges. They include:

**Unified Control and Optimization:** The architecture in Manhattan Active TM gives operations the ability to move beyond the typical “control tower” visibility. Instead, it provides real-time visibility, as well as actionable, transactional capabilities to respond to issues, improve on-time deliveries and manage customer expectations.

**Unified Execution:** We enable customers to collaborate and adapt in real time, across operations. In-app messaging, notifications and integration with the Manhattan TM Carrier mobile app ensures communication and collaboration are maximized.

In addition, Manhattan Active TM offers a range of features that enable better operations, including: automated carrier selection, optimization of transportation routes, real-time reporting and analytics and transportation modeling. Altogether, these features help you improve operations and stay competitive in an increasingly complex landscape.

**Unmatched Agility:** Manhattan’s software is designed to overcome disruption. Real-time visibility, along with a streamlined the exception management process, allows customers to respond quickly to issues, find solutions and keep shipments on track.

**Enhanced Process Automation:** Legacy TMS solutions require many manual processes. Manhattan Active TM automates much of your transportation operation. This helps accelerate decision-making, reduce costs and improve overall efficiency.

## CUSTOMER INSIGHT

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

– Marc Graff, Guest Supply



# A proven process for migration

Transitioning from a legacy TMS to Manhattan Active TM can seem like a daunting task. But using the right approach and support, we ensure it's a smooth and successful process. Here's an overview of the steps involved.

**Discovery and Planning:** The first step is to assess your current systems to search for areas of improvement. This involves evaluating existing transportation processes, identifying the requirements for the new software and developing a plan for implementation. At this stage, the scope of the project is defined, timelines are established and the proper resources are identified.

**Design:** This stage involves configuring the software to meet the specific requirements of the organization. It can include setting up carrier and third-party integrations, defining business rules and configuring workflows.

**Development:** To ensure a smooth transition, Manhattan's team will train users on how to use the software effectively. This includes instruction on specific features and workflows, along with how to manage exceptions and troubleshoot problems.

**Testing:** Once the software is configured, the organization must test the system to ensure it is working as expected. This involves running simulated shipments through the system, identifying any issues and resolving them before going live.

**Deployment/Go-live:** Finally, when everything is prepared, operations are transitioned to the new system and Manhattan Active TM is launched. This can be done in a phased approach or a full cutover, depending on your preferences and requirements.

**CSO Support:** Manhattan's team continues to work with your team, offering support as needed. It can include triage, stabilization and additional training.

<b>1   DISCOVERY SESSIONS</b> <ul style="list-style-type: none"><li>✓ Workflow Reviews</li><li>✓ Understanding the Interface Requirements</li></ul>	<b>2   DESIGN</b> <ul style="list-style-type: none"><li>✓ Configurations</li><li>✓ Extended Attributes</li></ul>	<b>3   DEVELOPMENT</b> <ul style="list-style-type: none"><li>✓ Base Data Load</li><li>✓ Training</li></ul>
<b>4   TESTING</b> <ul style="list-style-type: none"><li>✓ True End to End</li><li>✓ Included Reporting</li></ul>	<b>5   DEPLOYMENT</b> <ul style="list-style-type: none"><li>✓ Go-Lives</li><li>✓ All DCs</li></ul>	<b>6   CSO SUPPORT</b> <ul style="list-style-type: none"><li>✓ Triage</li><li>✓ Stabilization (achieved in a few days)</li></ul>

## CUSTOMER INSIGHT

“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.”

– Marc Graff, Guest Supply



# Best practices for implementation

During the migration process, organizations may face several challenges. These can include resistance to change from employees, lack of clarity around roles and responsibilities, and difficulties in integrating the new software with existing systems.

## Here are best practices to ensure a smooth transition:

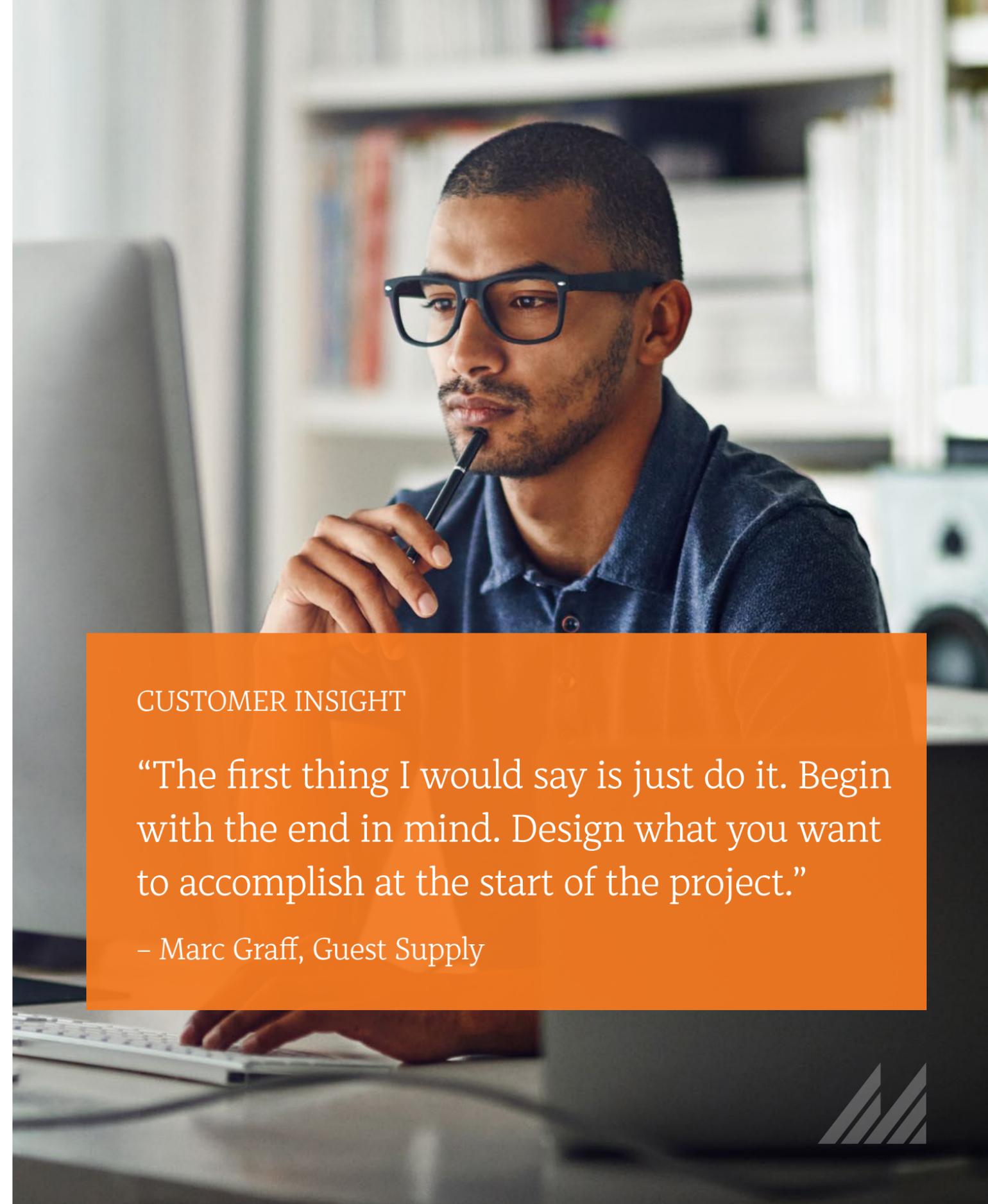
**Ensure executive buy-in:** It's important to have a full commitment from executives and other key stakeholders in the organization. Their support goes a long way in promoting a successful implementation.

**Define clear objectives:** Spelling out specific goals for the implementation is critical. For instance, is it more important to reduce costs or improve efficiency? What are the targets and how is success measured? Clarity here will ensure everyone is aligned and working towards the same objectives.

**Allocate sufficient resources:** This may seem obvious but it is crucial to dedicate appropriate resources – including time and budget – to ensure the project is successful.

**Engage users:** Change management makes a big difference. Communication with employees and users throughout the implementation process increases the likelihood that they are trained effectively and are comfortable with the new system.

**Leverage Manhattan services and support:** Our people are experts on the software and have helped many companies make the move to cloud-native applications. Take full advantage of our experience and expertise.



## CUSTOMER INSIGHT

“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.”

– Marc Graff, Guest Supply

# Manhattan Active Transportation Management in action

Once the application is up and running, you can expect to see improvement across your operation.

## VISIBILITY

TRANSPORTATION KPI	INSIGHT PROVIDED	HOW A UNIFIED TMS CAN HELP YOU ACT	MANHATTAN FEATURES THAT HELP IMPROVE KPI
<ul style="list-style-type: none"> <li>• Planned versus actual transportation costs</li> <li>• Number of days from vendor pickup to delivery at store/customer (on-time pickup/delivery)</li> <li>• Carrier sustainability rating</li> <li>• Transportation cost per unit</li> <li>• Loading and unloading times</li> </ul>	<ul style="list-style-type: none"> <li>• View how your operations are performing (relative to budget)</li> <li>• Assess how transportation costs impact margin</li> <li>• Provide shippers with an insight into the delivery process to help them understand the effects of late delivery on customer satisfaction</li> <li>• Identify operations or labor inefficiencies</li> </ul>	<ul style="list-style-type: none"> <li>• Allows you to optimize and manage the full range of transportation events—domestically or internationally; inbound or outbound; single carrier or multi-modal; common carrier or private or dedicated fleet. Our Transportation Planning &amp; Execution solution drives results in these critical areas.</li> <li>• Enables you to make more informed decisions: real-time, unified visibility, insight and control across the entire network. Users can orchestrate global delivery like never before through a single, easy-to-use, intuitive user interface.</li> <li>• Improves traceability and transparency to support supply chain resiliency</li> <li>• Enhances service levels</li> </ul>	<ul style="list-style-type: none"> <li>• Manhattan Active Platform</li> <li>• Unified Logistics Control (Control Tower 2.0)</li> <li>• Partner/Network extensible app</li> <li>• Operational planning factors</li> <li>• Route optimization</li> <li>• Sustainable carrier selection</li> <li>• In-app messaging and notifications</li> </ul>



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## CAPACITY

TRANSPORTATION KPI	INSIGHT PROVIDED	HOW A UNIFIED TMS CAN HELP YOU ACT	MANHATTAN FEATURES THAT HELP IMPROVE KPI
<ul style="list-style-type: none"> <li>• Fleet sizing</li> <li>• In-transit average temperature by carrier</li> <li>• Truckload capacity utilization rate (cube)</li> <li>• Fuel economy</li> <li>• Tender acceptance rate</li> <li>• Distribution cost</li> </ul>	<ul style="list-style-type: none"> <li>• Measure truckload utilization</li> <li>• Identify load optimization problems</li> <li>• Assess fuel utilization over period of time</li> <li>• Measure of tendering accepted versus rejected</li> </ul>	<ul style="list-style-type: none"> <li>• Provides techniques and capabilities to optimize carrier relationships to control costs and maintain/improve service levels. Includes using bid management as a strategic tool.</li> <li>• Find the best rates and options</li> <li>• Unify and synchronize transportation operations with distribution operations (including demand forecasting) to improve overall supply chain performance</li> <li>• Manage increasing sustainability demands</li> <li>• Manage margin risk</li> <li>• Utilize actionable insights to make optimal transportation decisions</li> <li>• Meet rapid fulfillment expectations</li> <li>• Gain access to better reporting and measurement data</li> <li>• Utilize multiple strategies and techniques to optimize shipping</li> </ul>	<ul style="list-style-type: none"> <li>• Fleet management</li> <li>• Procurement</li> <li>• Manhattan Carrier Network management</li> <li>• Load optimization</li> <li>• Dock optimization</li> <li>• Trips in Unified Logistics Control</li> </ul>



# Manhattan Active Transportation Management in action

Once the application is up and running, you can expect to see improvement across your operation.

## AGILITY

TRANSPORTATION KPI	INSIGHT PROVIDED	HOW A UNIFIED TMS CAN HELP YOU ACT	MANHATTAN FEATURES THAT HELP IMPROVE KPI
<ul style="list-style-type: none"> <li>• Percentage of missed appointments by facility</li> <li>• Percentage of claims by facility and by carrier</li> <li>• On-time pickup/vendor on-time performance</li> <li>• Driver satisfaction</li> <li>• Labor utilization rate</li> </ul>	<ul style="list-style-type: none"> <li>• Carrier performance</li> <li>• TMS costs compared to the costs associated with manual shipment tendering, often derived from past indicators of per-unit shipping cost</li> <li>• Workforce health and performance</li> </ul>	<ul style="list-style-type: none"> <li>• Enable agility in transportation operations to shift gears in an instant and make impactful decisions in support of rapidly changing supply chain structures and requirements</li> <li>• Mitigate supply chain volatility</li> <li>• Obtain instant capacity at real-time market rates with built-in load-board and planning partners</li> <li>• Adopt direct-to-consumer models</li> <li>• Adapt to meet new supply chain demands</li> <li>• Utilize optimization engines and complex business rules to simplify timely decision-making</li> <li>• Apply dynamic traffic and weather data for use in planning optimization</li> <li>• Gain faster access to innovation while avoiding upgrade issues</li> <li>• Benefit from the ability to manage customization</li> <li>• An intelligent TMS optimizes load selection, trip planning, driver selection and more to maximize productivity while improving the driver experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Strategic modeling</li> <li>• Dynamic planning</li> <li>• Multi-compartment shipment planning</li> <li>• Continuous optimization</li> <li>• Always current</li> <li>• Unified cross dock</li> </ul>

## Additional thoughts from Guest Supply

Marc Graff, Guest Supply's director of logistics for global transportation management, had more to share about Manhattan Active TM, working with our people and the process of migration.

### ON THE MANHATTAN TEAM'S DEDICATION:

"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."

### ON GUEST SUPPLY NO LONGER NEEDING UPGRADES:

"I can honestly say that I was excited about the fact that I would never have to test for another upgrade ever again."

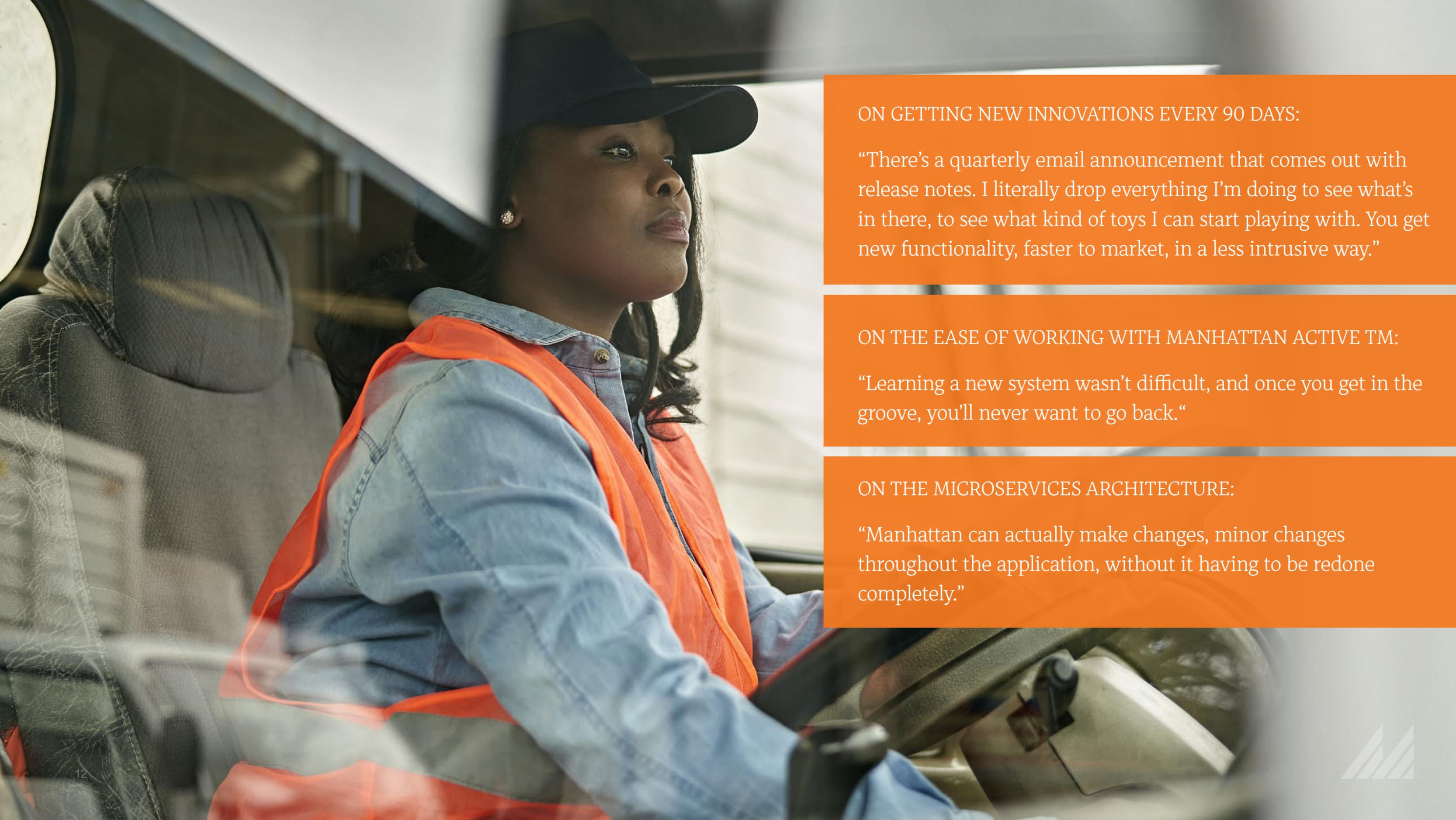
### ON THE EASE OF MAKING THE SWITCH:

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

### ON EXTENSIBILITY:

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





ON GETTING NEW INNOVATIONS EVERY 90 DAYS:

“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.”

ON THE EASE OF WORKING WITH MANHATTAN ACTIVE™:

“Learning a new system wasn’t difficult, and once you get in the groove, you’ll never want to go back.”

ON THE MICROSERVICES ARCHITECTURE:

“Manhattan can actually make changes, minor changes throughout the application, without it having to be redone completely.”



# Better transportation starts with a modern solution

We hope we have provided useful information about the benefits of Manhattan Active Transportation Management, and the process of implementing it.

If you're considering making the switch, we encourage you to engage with our experts to evaluate your current TMS and identify areas for improvement. With careful planning, stakeholder engagement and sufficient training and support, you can successfully transition to a more modern, unified solution – one ideally suited for a complex and ever-changing logistics environment.

**Take the first step towards streamlined, more intelligent transportation. Talk to the Manhattan experts about how we can help your business innovate.**

Email [information@manh.com](mailto:information@manh.com) or call +1 (877) 596-9208.

Or visit [manh.com/tms](https://manh.com/tms).



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