

International Warehousing and Logistics Company Creates Its First Automated Warehouse in the U.S.

Improving speed to market, warehouse efficiency, and customer and employee satisfaction through automation

TRANSPORTATION AND LOGISTICS

WAREHOUSE AUTOMATION

Introduction

An international warehousing and logistics company decided to create their first automated warehouse in the United States. Automation would help increase efficiency and productivity, meet customer demand, and expedite turnaround time for both retailers and customers. With Level's help, the client's end goal was to ultimately reach full warehouse automation.

Challenge

Keeping pace in the food distribution space was a challenge as reliance on manual and paper processes affected the client's ability to swiftly meet customer demand. To stay competitive, product delivery, efficiency, and timeliness were at the forefront of the client's mind.

Challenges in automation included:

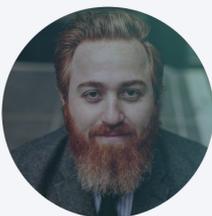
- Outdated, legacy warehouse system(s)
- Implementation of hardware that could withstand temperature-controlled warehouse
- Implementation of product management
- Manual logistics of inbound and outbound food distribution
- Merging disparate systems among manual processes
- Interacting with physical entities in real-time that require regulations for safe warehouse operations

Approach

Level's mission was to spearhead automation efforts by building an application that could shift the client to a paperless warehouse. A user research assessment evaluated the general process of automation, looking at where paper is being currently used within warehouse processes.

Once the development stage was underway, the logistics client needed to:

- Build a front-end application to help reduce waste (and paper) in the warehouse
- Create a digital experience to track charges (versus physically writing them down)
- Integrate with physical hardware in warehouse
- Generate new code to bridge gap between outdated WMS (warehouse management system) for a more modern environment



Our client was looking for a modern solution that was scalable to existing warehouses and future sites that were to enter the network in the coming year. This was a unique challenge in our approach but allowed our teams to be more agile and efficient in responding to evolving stakeholder requirements.

Dan Territo, Director, Level



Results

Since enabling warehouse automation, the logistics client has been able to promote delivery productivity and efficiency. Inbound and outbound food distribution lanes are fully operational and have seen improvements from a customer, employee, and safety perspective:

- **Customer Success**
 - More efficient service delivery for client's customers
 - Increased delivery quality; more accurate and on-time deliveries
 - Less mistakes on billing for services
- **Employee Success**
 - Improved unloading and loading speeds directly led to increased performance-based compensation for employees
 - Less time spent in the warehouse where cold temperatures are common
 - Boosted warehouse worker morale
- **Safety in Manufacturing**
 - Automation created less service interruptions
 - Warehouse injuries greatly reduced
 - Implemented new safety protocols for moving products on and off trucks