

JDA WMS Implementation Case Study

A Leading Pharmaceutical Company

Warehouse area

430,000 sq. ft.

SKUs

200,000

JDA User Accounts

100+

Shipments

7 million/year

Project Duration

9 months

(2013-2014)

Background

Our client was a large, multi-national pharmaceutical company, whose main business was pharmaceutical whole sale and distribution.

Following rapid and aggressive business expansion, their original logistics center could not cope with the increased demand. Due to the nature of the pharmaceutical products being handled – many requiring refrigerated storage and transportation – our client's warehousing and logistics requirements were complex.

By implementing JDA Warehouse Management (WMS) our client hoped to increase output, increase efficiencies and increase customer satisfaction.

Bleum Solution

Bleum was brought into this project directly by JDA to provide **solution design, development, training and support services.**

- ▶ During the first two months of the project, two Bleum solution architects from Bleum's JDA Consulting division researched requirements, created a Proof of Concept and conducted high-level design work.
- ▶ During the development period (3rd – 7th months), two specialist Bleum developers joined the architects to form the core development team developing customizations, enhancements and integrations.
- ▶ For the run up to go live (months 7 - 9), four more Bleum consultants joined the team to design and deliver training, assist with User Acceptance Testing and to provide go live support on site.

Unique Challenges

1. The warehouse was heavily automated including Automated Storage & Retrieval systems (AS/RS), conveyors, carousels and a complex Warehouse Control System. This introduced a large number of integrations between JDA WMS and these systems.
2. There were many processes unique to the pharmaceutical industry, for example both the inbound and outbound processes included a review process, as well as drug safety regulations and monitoring taking place by a third-party regulator.

“Because of our great product diversity, and the special handling needs of many of our products, effective inventory management has always been a challenge. Since our JDA implementation we have a much better grasp on inventory management — which will lead to faster cycle times and lower inventory investments.”

- Client CIO

Results

- ▶ Picking accuracy improved from 98% to 99.9%.
Comprehensive training and support ensured that warehouse staff operated JDA WMS as expected, resulting in a very low exception rate.
- ▶ Outbound rate increased by more than 50%
A combination of a picking rate increase and a reduction in check failures ensured an increase to the outbound rate.
- ▶ Outbound volume increased by more than 30%
- ▶ Customer satisfaction scores improved

About Bleum

Bleum has been a close partner of JDA, and before that RedPrairie, since 2003.

Bleum's engineers helped to design, build, test and support the core WMS code, from RP WMS 2005 through to the latest JDA WMS 9.1.

Our teams of consultants have worked on JDA implementations, often directly on behalf of JDA, in more than 20 countries.

Learn more at bleum.com/jda.



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