



Customer Profile

Holden Special Vehicles accelerates warehouse process with Infor



Facts at a glance

Product: Infor LN, Infor Warehouse Mobility

Industry: Automotive

Country: Australia

"Overall efficiency has increased. With less manual processing of paperwork, we can receive and ship more goods with fewer resources."

—Lee Webster, Chief Information Officer, Holden Special Vehicles

About the company

Australian car manufacturer Holden Special Vehicles (HSV) had a vision to produce high-performance, luxury vehicles to local and international markets. Twenty years later, the company has realized that dream, producing more than 60,000 of these vehicles while developing a reputation for innovation and technological excellence underpinned by business and operational savvy. The highly competitive and fast-moving automotive industry means HSV never rests. To learn more, visit www.hsv.com.au.

Setting the strategy

To stay on top within the competitive automotive industry, HSV continuously seeks greater efficiencies in its operations with the help of information technology solutions. Its latest innovation is the introduction of a fully integrated, real-time wireless warehousing solution by Infor™. With Infor Warehouse Mobility, HSV can directly receive goods, including capabilities to print barcoded receipt labels, directly pick and dispatch sales, and print invoices.

Lee Webster, chief information officer at HSV, says its customers demand the best, and any process advancement helps HSV to meet these expectations. "Changes in demand and customer priorities are our key challenges," Webster notes. To stay ahead of the game, HSV continuously reviews its processes to look for possible inefficiencies in the manufacturing process. By identifying warehousing as an area for improvement, HSV has enhanced both its business and operations performance.

HSV chose Infor Warehouse Mobility, because it seamlessly integrates with the company's enterprise resource planning system, Infor LN. Webster explains: "We wanted an online, real-time solution that maximized our investment in our current system. Infor LN directly processes the order without the need to translate it from another system and involve third-party software."

Earlier, HSV had upgraded from Infor Baan5.0c to Infor LN to take advantage of its enhanced user interface for improved ease of use, as well as automated processes that resulted in significant efficiency improvements.

“For dispatching goods, we recently had our biggest month ever, and we achieved it with one less person.”

—Lee Webster, Chief Information Officer, Holden Special Vehicles

Getting business specific

Before using Infor Warehouse Mobility, HSV faced a number of challenges in dispatching and receiving goods, and in its system of identifying and counting stock. “We used a manual paper-based process for dispatching goods,” says Webster. “Infor LN generated picking slips based on warehouse location, and we used these slips to help pick the goods. After picking, the user then returned to a workstation to process the order in the system.”

Similarly, the receiving of goods was a paper-based manual process, with goods being unloaded to a holding area, and then placed in their correct location. Workers would then send the received paperwork into the office to be processed. “The problem with this process is that goods could sit in the holding area or on the shelf without visibility in the system,” says Webster. “Also, with stock counting, the user would write the actual quantity on a sheet before returning to the workstation to process the findings. Because stock lacked label identification, it could be easily confused with similar parts.”

Sometimes these processes created real problems. “For example, the materials department might be chasing a delivery that had been sent to the holding area or was waiting for the paperwork to be processed in Infor LN,” says Webster. “Or, due to the similarity of some parts, an incorrect part might be sent to a customer. And in the dispatch area, there was far too much walking back and forth to the workstation to process paperwork on tasks that had already been completed. Plus, with handwritten dispatch labels and manually generated invoices, the process was simply too time-consuming.”

Although all these processes worked, they were inefficient. “Paperwork could be lost or processed days later,” Webster adds.

Webster identified the need for a real-time, wireless, fully integrated warehousing solution allowing direct receiving of goods, including the printing of barcoded receipt labels. The system also needed to allow for direct picking and dispatching of sales, including invoice printing.

With cycle counts and stock adjustments, Webster wanted a system that allowed the counted stock quantity to be entered directly into the system. And, if required, this would automatically adjust the counted and adjusted stock in the system. “We wanted our warehouse users to quickly receive, dispatch, and invoice stock. With the paper system, there was a delay in getting the stock into the system. With Infor Warehouse Mobility, the system showed updates immediately once the stock arrived.”

Seeing results

Webster says that using barcode scanners has had a major impact on HSV’s efficiency. “The barcoding project has been well-received throughout our organization,” says Webster. “We now have barcode stock identification labels on all parts. We can receive goods directly in the warehouse, and print a barcoded receipt label. We can look up and adjust stock levels at the actual location. We can ship and invoice sales directly from the barcode scanners. From that, we can print a shipping label with the barcode for identification purposes.”

Webster says HSV has been able to increase the number of items dispatched using fewer resources. “For dispatching goods, we recently had our biggest month ever, and we achieved it with one less person.”

Another useful feature of Infor Warehouse Mobility is its portability. Says Webster: “We use the Intermec CK3 Wireless Barcode Scanner and PB22 rugged wireless printers. The barcode scanners have holsters, and the printers have a belt clip so that the operator can wear it.”

The solution took about three months to implement. The IT department received training, and they, in turn, trained the warehouse end users.

Stock accuracy has also improved. “Users can scan an item and look up stock at the warehouse location,” says Webster. “Overall efficiency has increased. With less manual processing of paperwork, we can receive and ship more goods with fewer resources.”

Doing business better

In line with its goal of continuous improvement, Webster says HSV is planning to upgrade to FP7 and WebTop: “We are keen to test the advanced subcontracting, Microsoft® SharePoint® reporting solutions, landed costs, and purchase requisitions with Infor ION Workflow & Events.”



641 Avenue of the Americas
New York, NY 10011
800-260-2640
infor.com

About Infor

Infor is the world's third-largest supplier of enterprise applications and services, helping more than 70,000 large and mid-size companies improve operations and drive growth across numerous industry sectors. To learn more about Infor, please visit www.infor.com.

Copyright© 2012 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. This document is provided for informational purposes only and does not constitute a commitment to you in any way. The information, products and services described herein are subject to change at any time without notice. www.infor.com.
INF1279932-1286908-EN-US-0113-1