



Customer Profile

The Reynolds Company gets fast ROI with Infor Distribution SX.e.



Facts at a glance

Solution: Distribution

Products: Infor™ Distribution SX.e

Industry: Distribution/Electrical

Country: USA

“With Infor’s Distribution SX.e, we saved about \$330,000 in just the first six months of use. We’ve seen dramatic improvements throughout our operations—in shipping, where the accuracy of material quantities jumped from 95.3% to 98.58% within the first month; and receiving, where errors dropped by 65%.”

—Tim Watson, CIO,
The Reynolds Company

About the company

The Reynolds Company (TRC) of Dallas, Texas, is an online global wholesale distributor of electrical products. The warehouse offers over 18,000 SKUs, with 45,000 items in its product file, and over 650,000 items in its catalog file. To learn more, visit www.reynoldsonline.com.

Challenges

- Provide fastest service to customers, and increase picking and delivery accuracy in shipping.
- Reduce number of purchase order errors in receiving.
- Cut material discrepancies in inventory control.

Benefits

- Gained \$330,000 in soft ROI during the first six months, while reducing operational personnel by 13%, eliminating annual physical counts, and increasing customer satisfaction.
- Reduced errors in receiving by 65% to save \$28,000 in the first six months, and improved shipping performance by 89% through increased picking and delivery accuracy—to achieve a current customer service level exceeding 99%.
- Slashed customer mis-shipment calls by 75% with the capability to track the order back to exact picking location and to perform real-time material counts.
- Gained ability to increase sales volumes by as much as 150% with no impact on the warehouse service level—compared to a previous 1% drop in warehouse service level for every 10% increase in sales volume.
- Achieved high accuracy levels in shipping within first 30 days: from 95.3% average to 98.58%.

“In receiving, we slashed the time it takes to update quantities from about 4 hours to 30 minutes from time of receipt using Infor Distribution SX.e. In PO corrections alone, we saved over \$28,000 in the first six months. And in inventory control, we’ve eliminated annual physical counts because we can easily research discrepancies.”

—Tim Watson, CIO,
The Reynolds Company

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