



WMS & LMS Network Upgrade

Large home improvement retailer partnered with Bricz to design & implement Manhattan Associates WM & LM 2015 across store distribution network

The retailer operates and supports more than 2,200 stores across the United States through a vast network of Rapid Distribution Centers (RDC). The retailer's supply chain is complex, yet stores are serviced on time, every time. This consistency is achieved because of talented supply chain people and modern systems.

As part of efforts to modernize infrastructure and systems, The retailer set out to upgrade its RDC network to the newest version of Manhattan Associates WMS and LMS software. The key requirements for the retailer's upgrade process included:

- Design a Lift and Shift system - operational procedures should not change
- Create strategy to effectively roll out to all 18 facilities in a timely fashion
- Minimize DC Operational interruption

Objective:

Upgrade WMS and LMS in 18 DC's with minimal operational change and downtime

Systems:

- Manhattan Associates WM 2015
- Manhattan Associates LM 2015
- Intelligrated WCS

Results

- Like-for-like design
- Improved Role & RF Menu design
- Repeatable process created to stand up DC in <4 weeks
- IT Conversion minimized to <4 hours
- Operational downtime reduced to approximately half of a shift



"We partnered with **Bricz** for our Labor Management implementation and WMS upgrade. Their value proposition is in the quality of work they do. The analytical skillset and experience of Bricz team members helped us successfully complete key implementations and meet our business goals."

Senior Manager, Large Home Improvement Retailer

Lift and Shift Approach

The retailer has long established a culture of efficiency and excellence in the way they operate their distribution centers. From the beginning, one of the goals of the upgrade project was to minimize the amount of operational change to the DC so an associate would have the same user experience when they left on Friday afternoon and showed up on the Monday morning after the upgrade. In order to achieve this goal, the team pursued a lift and shift approach to convert the WM 2004 system to WM 2015.

The Bricz team worked with both the retailer and Manhattan Associates to remediate any custom changes that were done in WM 2004. The team determined what became base functionality in WM 2015 and what functionality was no longer needed. The exercise led to an analysis of closing the gap between custom functionality in the old version and base functionality in the new version, as well as an overall reduction in custom code needed.

Standardized, Quick Roll Out

An aggressive roll out plan was needed to quickly upgrade all 18 RDC's to the newest version of WMS. Due to the large number of buildings, there was a short lead time for each production environment to be prepared.

The team worked to design and create a tool to copy both static and dynamic data, from locations to purchase orders, into the WM 2015 environment. This drastically reduced the time needed for manual configuration as well as some initial testing data setup allowing more time to be focused on regression and resiliency testing.

The team also developed a dual data feed, giving the option to feed live production data into an existing WM 2004 production environment and a WM 2015 pre-production environment. The dual feed reduced conversion time as live data was bridging into both environments for a week or more prior to conversion.

The end result was a mere 4 week lead time needed to setup a production environment. This allowed the team to plan in monthly cycles leading up to conversion while executing multiple environment setups at once.

Minimize Operational Impact

In order to keep product flowing to the stores on a regular schedule during both peak and non-peak seasons, the team had to develop a plan to minimize operational impact to the RDC without forcing the operations team to shut down for an entire weekend.

After creating a conversion plan, the team ran through multiple mock conversions in both QA and production environments on site. This repetition led to confidence in the process before attempting a real conversion.

The end result led to the IT conversion process being able to be completed in less than 4 hours, reducing the downtime for the DC to 1 shift. This allowed the DC to get back up and running the same day and minimized the backlog that occurred due to the upgrade process.