



CASE STUDY

LEADING 3PL PROVIDER DELIVERS THE GOODS BY MOBILIZING THE WAREHOUSE

Removing Motion Waste Helped eCommerce Site Retrieve 180 Minutes Per Day and Soar to the Top of Company-Wide Productivity Metrics

As more and more companies enter the eCommerce space, businesses rely on delivery speed and accuracy in order to compete and succeed. Third-party logistics providers (3PL) are taking on a more prominent role to ensure delivery of millions of products around the world, and there is no room for errors when it comes to the trust eCommerce businesses place in their 3PL providers.

Motion Waste in the Warehouse: A World Leading 3PL Provider's Challenge

One of the world's leading 3PL providers—with 18 distribution centers, 3,000 employees, and three corporate offices in the U.S. and Canada—is committed to building on the trust eCommerce providers place on it to deliver parcels in the most efficient and reliable way. Yet, a big stumbling block to achieving its goals was motion waste in the warehouse.

The Many Wasted Steps of Shipping

With hundreds of thousands of parcels shipped out daily from each distribution center, there are many moving parts, people, and processes taking place across the site.

THE RESULTS

- ✓ Expected savings of \$5,250 per week, per site (\$273,000 annually)
- ✓ Reduced 180 wasted minutes per day
- ✓ ROI achieved in less than six months
- ✓ Boosted employee satisfaction
- ✓ Eliminated transportation and rework waste from lost or incorrect tags
- ✓ Freed up space consumed by fixed workstations
- ✓ Ergonomic solution reduced physical stress on associates and work related injuries

*“With DTG we’ve found a true partner, helping us **work smarter** and more efficiently to cut out the waste that impedes productivity,” said an operations director for one of the world’s leading logistic companies.*

For example, for each parcel shipped out, an operator prepared the product for shipment, wrote down location and shipping information, walked to the pallet (which could be halfway across a 785,000 foot site, with over seven miles of conveyor belts), confirmed that the shipping information was correct, walked back to the workstation, and entered the information into the Warehouse Management Systems (WMS).

Once that was completed, the operator would walk to the printer station to print out a label, then back to the pallet to apply the label and add the load to a truck.

It's estimated that on average, more than 180 minutes were wasted each day, at a cost of approximately \$750 per day.

The Solution: A More Streamlined Approach with DTG

The 3PL provider turned to DTG to help it minimize motion waste and provide mobile computing power at the point of task, and the company has since deployed more than 28,000 mobile workstations across several eCommerce sites.

The mobilized powered workstations allow workers to scan, print, apply labels, and inspect pallets at the point of task, reducing the number of steps needed and increasing accuracy and productivity.

REDUCED MOTION WASTE

Using DTG PowerStations, employees simply "roll" their workstation to the parcel, enter shipping information on their laptops, confirm that information is correct and print out labels directly from a printer also stationed on the PowerStation. From the same spot, they can easily apply the label and send the parcel onto the truck.

INCREASED ACCURACY

Reducing motion waste not only boosts productivity and efficiency, but it also removes the possibility of lost tags or

paperwork during transport, as well as quality errors that can arise when operators are racing to meet productivity goals.

Scanning at point of task reduces errors because employees are able to directly enter information into the WMS without having to jot data down and carry it to a fixed workstation.



OPTIMIZED MANAGEMENT

Warehouse managers are able to provide continuous assistance and supervision to staff when they are equipped with all the information they need at their fingertips. With DTG's mobile workstations, managers don't need to leave the warehouse floor to look up information.

100% UPTIME

Since the PowerStations are fueled by DTG's advanced battery system, built upon safe and eco-friendly Lithium Iron Phosphate (LFP) batteries, they can operate 24/7 with 100 percent uptime. Also, the swappable batteries reduce the need to recharge during a shift.

Delivering on Productivity to Help Reach Company Goals

Benchmarked productivity levels are a great source of pride among eCommerce solutions sites. One site in San Francisco was able to elevate its ranking as a top performer—going from 17th place to second among 18 sites after deploying DTG PowerStations. Not only did it improve its ranking, but employee satisfaction also was greatly improved, since operators were empowered with the tools that help them work smarter.

“Once we started deploying DTG PowerStations we noticed a measurable boost to not only our productivity, but also employee morale. We’re no longer spending wasted time walking across the warehouse to compute, print or recharge, and we have more time to make sure we meet customer expectations for accurate, reliable deliveries,” said an operations director of a world-leading logistics company.



► ABOUT DTG

DTG is the global leader in the design, development, and delivery of power systems and mobile workstations. We are committed to designing custom food and beverage carts that combine innovation, ergonomics, and usability to meet the unique needs of your customers, your workflow, and your environment.

For more information, visit www.DTGPower.com