

CLIENT CASE STUDY

RepairClinic.com[®]

We make fixing things easy[®]

According to repairclinic.com: "Thousands of parts for appliances, lawn mowers, furnaces, and 40 other household products ship the same day." From the company's beginning FASCOR has helped make this possible.

"We have developed a relationship of trust with FASCOR. Being adaptive to host systems is very important to anyone looking at integration."

Kim Messer, Vice President, Supply Chain

BY THE NUMBERS

1

Million Items Stocked

62,000

Square Foot Warehouse

3,000 – 7,000

Orders Processed Daily

A Ticking Clock

The moment an order arrives, distribution centers are measured on speed and accuracy. RepairClinic realized from its first day that success would hinge on how efficiently orders could be filled and shipped.

A WMS was needed to:

- Track Inventory
- Receive vendor shipments
- Provide ERP integration
- Support multiple picking tools
- Increase the number of lines shipped per hour
- Lower shipping costs
- Adapt to meet future needs

ERP Integration

RepairClinic relies on Microsoft Dynamics GP to automate, plan, and track business processes. Adding WMS to the mix provides real-time visibility across the entire warehouse and supply chain resulting in new levels of productivity, accuracy, and cost-savings.

As a Microsoft development partner, FASCOR has the expertise to seamlessly bridge WMS with Dynamics GP.

Shipping Savings

Because FASCOR's WMS is fully integrated with TMS for parcel and LTL shipping, costs are better controlled.

According to Kim Messer, VP Supply Chain, 70% of orders are single line or single items. Leveraging FASCOR's direct label application eliminates unnecessary steps. The result is faster picking and more accurate / less costly shipping.

"Adapting to thousands of small orders through changes in picking, packing and all other areas, has increased productivity while improving quality," explained Messer.

Proven Results

As RepairClinic continues to grow, FASCOR continues to anticipate its needs with new functionality. Today the company is:

- Operating an integrated and efficient distribution center resulting in a 100% productivity increase
- Streamlining picking and shipping to process over 8,000 orders on peak days with minimized headcount
- Boosting order fulfillment speed and accuracy
- Improving shipping efficiency while controlling related costs
- Gaining real-time visibility and automation with seamless Dynamics GP integration



"People are amazed at the technology driving our distribution center," said Messer. "I explain how FASCOR has adapted to meet our needs and how any emergency is dealt with immediately."

FASCOR

PH: 513-421-1777 www.fascor.com

Microsoft Partner

Silver Application Development

