

Manhattan Active®
Inventory

CASE STUDY

**Revolutionizing
Replenishment:**

Dot Foods' Journey to Seamless Inventory
Management with Manhattan Active® Inventory





Dot Foods, Inc. stands as the largest food industry redistributor in North America, boasting an extensive catalog of 123,000 products sourced from 1,500 manufacturers. With a strategic network comprising 13 distribution centers nationwide, Dot Foods efficiently procures large quantities of goods from suppliers. These products are then made accessible to customers who order in convenient less-than-truckload quantities, with deliveries arriving swiftly in as little as two to four days.

Challenges Faced

Over time as Dot Foods has expanded its operations, it confronted intricate challenges in training new buyers and tailoring replenishment strategies at the SKU level, wrestling with lengthy new buyer training durations, often stretching between 12 to 18 months. Moreover, the necessity for finely-tuned, individualized buying decisions per SKU presented an obstacle in streamlining operations effectively.



Solution Implemented

In 2019, Dot Foods made a strategic decision to transition to Manhattan Active® Inventory. This move was driven by the extensive customization capabilities, strong, long term partnership with Manhattan and the potential to revolutionize its replenishment processes. Despite challenges posed by the COVID-19 pandemic, Dot Foods successfully went live with Manhattan Active Inventory in 2021.

The Measurable Gains

The adoption of Manhattan Active Inventory has already yielded transformative results for Dot Foods. One of the most notable achievements was the drastic reduction in new buyer training time, with onboarding now completed in less than six months—a significant improvement from the previous 12 to 18-month timeframe. This efficiency boost empowered buyers to make informed, customized decisions at the SKU level, driving enhanced service levels and inventory management.





“The biggest benefit we’ve received from Manhattan Active Inventory is actually training of our new buyers... Now training time is down to less than six months where we bring somebody into the department and they are pretty much a full-time buyer.”

- Lydia Miller, VP of Replenishment



Furthermore, Dot Foods experienced tangible improvements in service level performance, inventory turns, and management of obsolete inventory. Amid the challenges posed by the COVID-19 pandemic, Manhattan Active Inventory proved invaluable in enabling Dot Foods to understand and adapt to shifting demand patterns swiftly, ensuring continued service excellence for its customers.

“When we think about success from a replenishment standpoint, we think a lot about gross service level to our customers... We have been able to understand their demand changes better, react to those changes faster, and really provide better service levels since being live on Manhattan Active Inventory.”

– Lydia Miller, VP of Replenishment



Collaborative Partnership with Manhattan

Dot Foods' longstanding relationship with Manhattan Associates spans over two decades, characterized by mutual collaboration and a shared commitment to innovation. Active participation in product councils and ongoing feedback mechanisms have fostered a dynamic partnership, enabling Dot Foods to leverage Manhattan's expertise in optimizing its operations.

Dot Foods' Vision for Replenishment Excellence

Looking ahead, Dot Foods remains focused on capitalizing on Manhattan Active Inventory's advanced features to further optimize its replenishment strategy. With a keen eye on leveraging features like forecast effectiveness, auto-tuning policies, and generative AI, Dot Foods aims to drive continuous improvements in inventory management and enhance overall operational efficiency.



