The Secret Ingredient:

Manhattan's Supply Chain Solutions

> Warehouse Management System

> Transportation Management System

> Demand Forecasting & Inventory Optimization

Hy-Vee, Inc. is an employee-owned chain of supermarkets with 570 business units across nine midwestern states. Known for its commitment to quality and customer satisfaction, Hy-Vee has leveraged Manhattan Associates' innovative solutions to streamline its operations. By integrating Manhattan's Warehouse Management System (WMS), Transportation Management System (TMS), and Demand Forecasting and Inventory Optimization (DFIO), Hy-Vee has unlocked new levels of efficiency and agility within its supply chain.
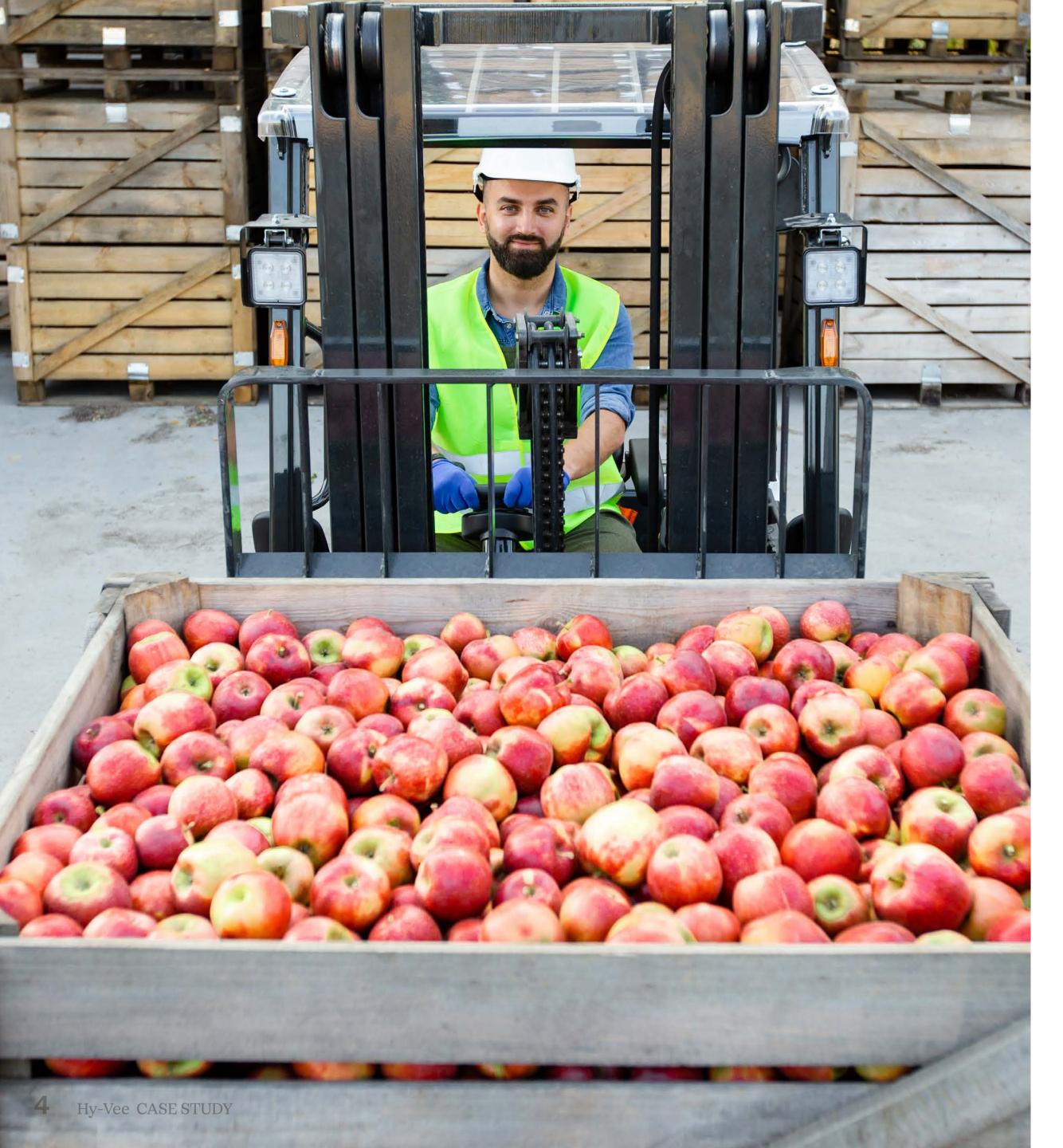
WMS and TMS: A Synergistic Approach to Efficiency

Working with Manhattan, Hy-Vee has optimized its entire distribution and transportation network. Manhattan's solutions have helped Hy-Vee streamline processes, minimize the need for employees to handle pallets multiple times and ensure seamless flow of product from inbound receipt to outbound delivery. Manhattan's WMS has allowed Hy-Vee to optimize slotting and overall warehouse efficiency which has led to a **5% improvement in productivity** across its three primary warehouses over the past year.

Hy-Vee's introduction of Manhattan's TMS in 2021 further bolstered its efficiency. Hy-Vee's inbound and outbound transportation runs on Manhattan's TMS, ensuring efficient routing, maximizing cube utilization on outbound loads, and managing backhauls effectively. This comprehensive approach supports Hy-Vee's commitment to employee satisfaction by enabling timely returns for drivers. Using Manhattan's TMS, Hy-Vee has been able to optimize truck routing, **improving on-time deliveries by 20%**.

With Manhattan's solutions, Hy-Vee has enhanced traceability and visibility of its products, particularly perishable goods. Comprehensive tracking from warehouse receipt to store delivery improves operational efficiency and reduces resources needed for tracking and responding to inquiries about deliveries.

"Having multiple platforms and solutions from the same vendor has given us ultimate visibility and a seamless training process. Our employees can easily use both WMS and TMS, making cross-training effortless and enhancing overall efficiency."

– Senior Vice President of Distribution at Hy-Vee

The integration of Manhattan's TMS with WMS has been invaluable for Hy-Vee's operational efficiency. Cubing optimizes space within trucks, strategically arranging items to maximize load capacity and minimize damage during transit. This synergy seamlessly complements cross-docking practices by swiftly transferring goods from inbound to outbound trucks in the warehouse, maintaining high service levels across Hy-Vee's retail stores.

Labor Management Enhances Efficiency and Employee Satisfaction

Manhattan's WMS includes robust labor management capabilities that have been game-changing for Hy-Vee's warehouse operations. Employees benefit greatly from these features, allowing them to monitor their performance in real time, fostering a sense of pride and motivation.

Hy-Vee said: "The ability to monitor daily performance targets not only fosters a sense of pride and motivation among our employees but also ensures that we maintain the high standards necessary for delivering fresh products promptly. Having products loaded immediately upon arrival at the warehouse and offloaded swiftly at the store is crucial for maintaining the freshness and quality of our products."

Hy-Vee's labor management system displays daily selection targets and highlights top performers, cultivating a culture of excellence and efficiency. This system ensures that all employees understand their role in the broader objective of delivering food quickly and maintaining the highest service standards across the board.

Demand Forecasting and Inventory Optimization (DFIO)

Hy-Vee's adoption of Manhattan's DFIO in 2019 proved timely with the onset of the COVID-19 pandemic. DFIO enabled Hy-Vee to handle unprecedented spikes in demand without compromising long-term planning. The system's systematic adjustments allowed Hy-Vee to manage peak periods effectively and resume normal operations seamlessly post-pandemic.

Strategic Inventory Management

Manhattan's DFIO has been crucial for Hy-Vee's purchasing team, facilitating accurate demand planning across various product categories, including dry grocery, produce, frozen goods and health and beauty. The system's ability to utilize historical data for efficient demand planning has ensured high internal fill rates and on-time deliveries, particularly for high-turn, perishable items.

Manhattan's DFIO has significantly prevented over-ordering, especially for perishable items with short shelf lives. This supports Hy-Vee's sustainability goals and ensures fresh and high-quality products for customers.

Synergies and Integrated Benefits

Manhattan Associates has provided Hy-Vee with a unified platform, integrating WMS, TMS, and DFIO. This integration has been instrumental in achieving ultimate visibility across Hy-Vee's supply chain. The seamless interaction between WMS and TMS facilitates efficient execution, while DFIO's planning capabilities ensure that inventory and transportation are aligned with demand forecasts.

Having multiple solutions from a single vendor has streamlined cross-training for Hy-Vee's employees. Users familiar with one system can easily transition to another, enhancing operational flexibility and reducing training time. This holistic approach has contributed to the overall efficiency and resilience of Hy-Vee's supply chain.

Manhattan Associates has been a cornerstone of Hy-Vee's supply chain transformation. The implementation of Manhattan's WMS, TMS, and DFIO has enabled Hy-Vee to optimize its operations, achieve significant efficiency gains, and navigate complex challenges like the COVID-19 pandemic. By leveraging the synergies of these integrated solutions, Hy-Vee continues to drive growth, enhance customer satisfaction, and maintain its position as a leader in the retail grocery sector.