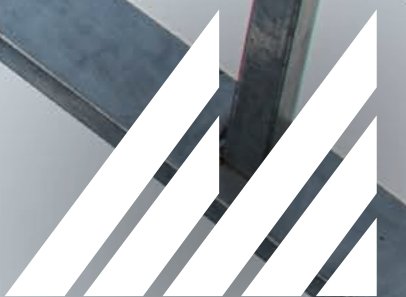# NZ Safety Blackwoods Optimises Fulfilment Operations and Prepares for the Future **with Manhattan SCALE™**

NZ Safety Blackwoods

NZ Safety Blackwoods has a 70-year legacy of providing safety equipment, engineering, workwear, hygiene and packaging.

It carries more than 120,000 products from dozens of leading brands at 35 trade centres across New Zealand and operates a network of four regional distribution centres (DCs) and a dedicated warehouse for steel-strapping supplies.

With a vast product range and an extensive portfolio of specialist and technical services, NZ Safety Blackwoods works with companies to design and implement end-to-end specialist solutions, providing everything they need from a trusted single-source supplier.

The Challenge

The company had been dealing with inefficient order fulfilment and a lack of inventory visibility based on its legacy paper-based processes. This outdated system resulted in unacceptable levels of picking errors, and DC teams had an over-reliance on 'tribal' knowledge to locate products, leading to wasted time hunting for pallet and bin locations.

Without real-time inventory visibility, late shipments and inaccurate orders led to customer dissatisfaction. With an expanding product range and a high volume of orders, NZ Safety Blackwoods needed a solution that could streamline operations and support growth while maintaining accuracy and efficiency across its distribution network.

The Solution: Manhattan SCALE

NZ Safety Blackwoods implemented Manhattan SCALE, a robust warehouse management system designed to streamline and optimise warehouse operations by improving inventory management, shipment tracking and order accuracy, thereby ensuring more effective real-time visibility into operations.

Key Benefits

› Significant improvements in real-time visibility, optimised stock placement, bin capacities and warehouse space utilisation.

› Associates can quickly locate products, using planned, optimised pick paths, meaning less time is wasted searching for misplaced items.

› Picking errors reduced from an average of 3.5% to below 1%, a significant improvement for a high-volume operation.

› Improved DC workflows that are more efficient and productive.

› Faster, more accurate daily cycle count completion, with the expectation of completing the annual stock-take well ahead of schedule.

› Improved inventory accuracy makes audit processes more efficient, providing a level of visibility previously unattainable.

› Real-time tracking enables the company to see exact pallet and bin locations, allowing for faster stock retrieval.

› Ability to support NZ Safety Blackwoods' plan to consolidate three Auckland-based DCs into a single, state-of-the-art facility by 2026, including automation such as auto-picking and automated putaway systems.

"For a growing business managing over 120,000 SKUs, relying on manual processes resulted in errors and inefficiencies, and could not deliver real-time visibility into our inventory, meaning it was not viable in the long-term," said Chris Mason, NZ Safety Blackwoods' head of operations. "Manhattan SCALE helped us streamline operations and support our growth, while maintaining accuracy and efficiency across our DCs."

"The shift to a consolidated, automated DC will allow us to fulfil customer orders faster and more accurately, with orders arriving in a single shipment instead of multiple deliveries from separate locations. With SCALE, we are building a foundation that will support our strategic growth and ensure that our operations are agile and efficient."

– Chris Mason, NZ Safety Blackwoods' Head of Operations

The Rationale

Why Manhattan SCALE?

NZ Safety Blackwoods selected Manhattan SCALE for its ability to adapt processes quickly and flexibly, with built-in intelligence that provides targeted insights for optimizing processes.

Adaptable Configuration
Flexible, in-app configuration for every aspect of warehouse operations, including allocation, documents and labels, receiving and put-away, replenishment, task creation and execution, and customer details.

Modern User Interface
Designed for touch devices with configurable experience designs that make it easy to develop the perfect user workflow screens.

Effortless Extension
Easy to extend and integrate with web service access to hundreds of exit points, enabling external innovation without impacting the core solution or updates.

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