Manhattan Solutions for

WHOLESALE

///Manhattan.

Executive Summary

CHALLENGES

Wholesale distribution companies are moving to resilient and agile supply capabilities from receiving to delivery and planning to execution in order to ensure high performance and customer satisfaction in the face of ever-present business challenges and supply chain pressures, including:

- Optimizing inventory to balance costs and service levels

- Overcoming labor challenges to maintain service levels and control labor costs

- Strengthening resiliency to minimize the impact of supply chain disruptions and rising costs

- Protecting the business from digital competition

- Meeting surging sustainability demands

SOLUTIONS

Manhattan Omnichannel Commerce and Digital Supply Chain Planning and Execution Solutions create modern supply chain operations that enable wholesale distributors to be always resilient and highly agile in the face of rising customer demands and business challenges:

- **Demand Forecasting and Replenishment** precisely matches inventory levels to customer demand to ensure high service levels while improving profitably.

- **Warehouse Management** accelerates the flow of goods and information and enables flawless execution across inventory, labor, advanced automation, robotics, and physical space.

- **Labor Optimization** provides an integrated and mobile experience using data-driven gamification and real-time digital communication to self-motivate workers and incentivize employee performance.

- **Slotting Optimization** intelligently optimizes slotting moves and picking as part of overall distribution-center management.

- **Transportation Management** enables faster and increased capabilities for optimized transportation planning and execution, improving visibility, accelerating planning, and lowering costs.

- **Order Management** delivers reliable, personalized, and cost-effective B2B digital commerce ordering and fulfillment.

OUTCOMES

Leading wholesale distribution companies have realized significant business outcomes with Manhattan solutions:

- KeHE Distributors experienced significant service-level improvements, as well as a 5% inventory reduction and a 5% spoilage reduction.

- Fashion Biz increased daily order processing volumes by 60%.

- Tarsus Distribution improved overall picking efficiency by 60%, allowing the company to reduce its warehouse labor force by 25% and eliminate overtime.

From the warehouse to delivery, your supply chain operations must be ready to withstand any disruption, support any regulation, and fulfill any customer demand. Manhattan Omnichannel Commerce and Digital Supply Chain Planning and Execution solutions promote resilient and agile operations, ensuring performance and activating change that meets customer requirements consistently and improves profitability. Service your customers more swiftly, accurately, and efficiently with Manhattan.

Why Manhattan?

- Our deep understanding of wholesale distribution inventory, warehouse, fulfillment, and transportation operations improves your business outcomes.

- Our feature-rich solutions support your most sophisticated business requirements.

- Our cloud-native, microservices technology is proven to enable truly resilient and agile wholesale distribution supply chain operations.
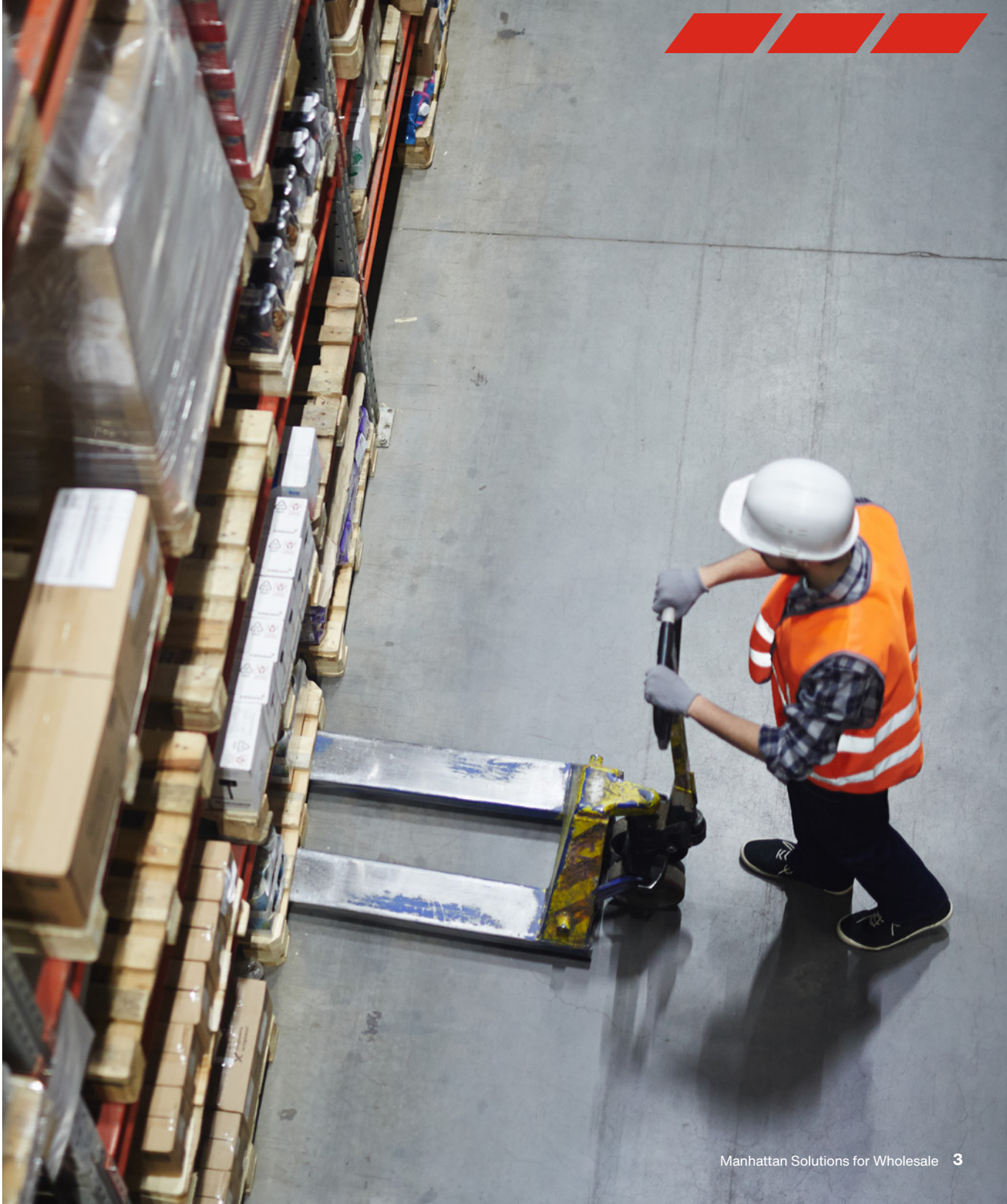
Focus on helping you overcome pressures and capture opportunities

Industry leaders like you recognize that improving the resiliency and agility of their inventory management, warehouse, fulfillment, and transportation systems and processes is essential to customer satisfaction and business success. Forward-thinking companies are creating system and process improvements that are more responsive to solving supply chain pressures and fulfilling customer demands while improving profitability. Manhattan is ready to help you succeed in today's and tomorrow's challenging supply chain environment with solutions that address and overcome critical supply chain pressures and capture business opportunities, such as the following:

OPTIMIZING INVENTORY TO BALANCE COSTS AND SERVICE LEVELS

Wholesale distributors typically operate at the bulk supply level and frequently deal with outsized inventory problems. For most wholesalers, inventory stock and the warehouse space for inventory storage represent the largest single cost of doing business. From a cost viewpoint, less inventory means less cost. However, running out of stock can decrease service levels and damage customer relationships. Balancing these two factors is critical to profitability, customer satisfaction, and growth. But achieving that balance takes work. This challenge has been well-known in the wholesale distribution industry for some time, but the adoption of demand forecasting and inventory management solutions has needed to be faster.

Manhattan has helped wholesale distributors improve demand forecasting and inventory management to reduce inventory costs while maintaining or improving service levels. Sysco, KeHE Distributors, and Uni-Select applied the machine-learning capabilities of Manhattan Demand Forecasting and Replenishment to reduce inventory levels and carrying costs. Tarsus Distribution, Kolok Unlimited, and Fashion Biz use Manhattan Warehouse Management to increase inventory accuracy while improving the efficiency of stock auditing processes, which has helped improve customer service levels.

OVERCOMING LABOR CHALLENGES TO MAINTAIN SERVICE LEVELS AND CONTROL LABOR COSTS

Like most industries, the wholesale distribution industry faces considerable labor challenges that threaten profitability and service levels. As labor costs continue to rise, it becomes imperative that wholesalers control labor costs. With up to 75% of wholesale distributors' non-inventory expenses being employee-related, labor cost control is a top business objective. In addition to labor costs, the task of keeping and finding talent to maintain or improve service levels is a significant business challenge. Warehouse operators across industries (73% of operators in one survey) have issues attracting employees.

Manhattan Warehouse Management excels at helping warehouse operations become more efficient. With Manhattan, Tarsus Distribution achieved a labor force reduction of 25% and the elimination of overtime while improving inventory accuracy and service levels.

STRENGTHENING RESILIENCY TO MINIMIZE THE IMPACT OF SUPPLY CHAIN DISRUPTIONS AND RISING COSTS

Supply chain disruptions and rising costs continue to challenge wholesale distributor performance. Shipping delays and truck driver shortages degrade service levels. Shipping costs rose sharply in 2022, as much as 77% (from January 2021 to August 2022). These disruptions and rising costs call for resiliency and efficiency to be built into a wholesale distributor's supply chain to reduce the risk of stalled supply and unprofitable operations.

Technology will play a critical role in enabling wholesale distributors to become more resilient in the face of unanticipated changes in their supply chains while controlling costs and maintaining service levels. Industry analyst firm Gartner says the drive toward resilience is a significant focus for supply chain professionals across industries, with 87% of professionals planning to invest in technology to enable greater resiliency.

Manhattan supply chain execution solutions enhance a wholesale distributor's ability to use rich insights from inbound and outbound workflows to improve resiliency. These solutions offer rich, real-time data visualizations and the ability to act immediately, turning insight into intelligent execution. With Manhattan Warehouse Management, Unified Control provides a striking visual experience starting with a network-wide performance summary across all distribution nodes and hubs across the organization. For example, users can quickly drill down into insights of overall inbound status based on advanced ship notice to proactively recognize disruptions.

PROTECTING THE BUSINESS FROM DIGITAL COMPETITION

Wholesaler distributors face intense competition on several new fronts, none more intense than rapidly growing digital buying offerings. Wholesalers' suppliers (i.e., manufacturers) are creating their own direct-to-the-consumer experiences, taking wholesalers and their retail customers out of the picture. B2B commerce marketplaces are also a growing force, with companies like Amazon and Alibaba disrupting the wholesale industry with online buying experiences. A survey by consultancy McKinsey of more than 1,000 senior original-equipment manufacturers revealed that nearly half would collaborate with Amazon if it became a full-scale distributor. With an increasingly competitive landscape, wholesale distributors must find new ways to deliver value to win and retain customers.

Manhattan Order Management is a leader in creating indelible ordering experiences in the consumer world and can bring fast, convenient, and personalized online ordering experiences to wholesale distribution. The solution enables buyers to find available inventory across a distributor's network, get firm delivery promises, complete order transactions, and manage in-progress orders. Manhattan Order Management, which supports any online ordering channel, orchestrates the entire order lifecycle, so wholesale distributors can digitally commerce confidently.

MEETING SURGING SUSTAINABILITY DEMANDS

Sustainability is an increasingly high priority for wholesale distributors' customers. For example, in the retail industry, according to McKinsey research, "More than half of Gen Z and millennial consumers say they're aware of brands' commitments to sustainability, and more than 40 percent consider sustainable practices in their purchases." Most retailers recognize the importance of environmental, social, and governance (ESG) practices, with KPMG research finding that 88% of retailers are maintaining or increasing the importance of their ESG efforts. While retailers and other wholesale distributor customers will start their sustainability efforts internally, they will soon look outside the business to suppliers in the supply chain to support their efforts, which will pressure wholesale distributors to enhance their ESG efforts.

Manhattan solutions can help wholesale distributors enhance ESG efforts in multiple ways. More accurate and timely demand forecasting and inventory tracking can decrease spoilage and related waste. Manhattan can help wholesale distributors reduce the company's carbon footprint through precise transportation planning and route optimization, increasing truckload utilization and reducing miles traveled. Warehouse space capacity can also be optimized, minimizing the need for additional warehouse space and the related carbon footprint needed to meet customer demands.
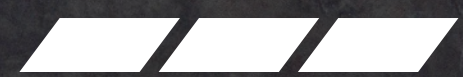
Built to help you achieve your desired business outcomes

Realizing resilient and agile operations from your receiving to delivery is essential to achieving your desired business outcomes. We have designed and built solutions to spur performance improvement in inventory management, warehouse operations, order fulfillment, and transportation execution. Here are some of the many key performance indicators (KPIs) we keenly focus on to help our wholesale distribution customers improve performance:

DEMAND FORECAST ACCURACY

Helps you measure the accuracy of forecasted demand against actual demand at an individual item level, which is essential in understanding how well you manage inventory to maintain service levels while controlling inventory costs.

KPI formula:
Demand forecast accuracy = difference between actual and forecast demand at an individual item level

Sysco is experiencing a **5% improvement in forecast accuracy** with Manhattan Demand Forecasting and Replenishment, while KeHE experienced significant service-level improvements, a **5% inventory reduction, and a 5% spoilage reduction**.

ORDER CYCLE TIMES

Measures the elapsed time between the release of a shipment or order to a warehouse and when it is shipped. This metric indicates the efficiency of your distribution process, including picking and packaging, and yard management.

KPI formula:
Warehouse order cycle time = [(delivery date – order date) / total number of orders shipped]

With Manhattan Warehouse Management, Fashion Biz **increased daily order processing volumes by 60%**, and Revman **decreased order turnaround times by 50%**.

LABOR PRODUCTIVITY

Measures labor productivity in terms of a wholesale distributor's total output. Labor productivity significantly impacts profits and can be controlled by various employee performance strategies and tactics.

KPI formula:
Labor productivity = [total output / total input] in which output is revenue and input is labor hours

With Manhattan Warehouse Management, Tarsus Distribution **improved overall picking efficiency by 60%**, allowing the company to reduce its warehouse labor force by 25% and eliminate overtime. Kolok Unlimited experienced a **75% reduction in the labor required to perform stock-taking**, using Manhattan Warehouse Management.

KPIs Manhattan can help you improve

OPERATING RATIO

Shows the relationship between the amount of revenue and the operating cost of running your business. To increase the operating ratio, successful wholesale distributors will aim to find innovative and sustainable ways to lower business costs (e.g., controlling labor costs or avoiding adding new warehouse space). Manhattan solutions that can improve this KPI are Warehouse Management, Transportation Management, Inventory Optimization (Demand Forecasting and Replenishment), and Order Management.

NET PROFIT RATIO

Measures how much you made compared to how much you invested in assets. This metric measures how efficiently you generate revenue compared to total assets. Manhattan solutions that can improve this KPI are Warehouse Management, Transportation Management, Inventory Optimization (Demand Forecasting and Replenishment), and Order Management.

SPACE CAPACITY UTILIZATION

Space utilization is the percentage of bins used in a warehouse and indicates the optimal use of warehouse space. With warehouse space at a premium and rental costs rising, wholesale distributors must maximize the use of existing space. Manhattan solutions that can improve this KPI are Warehouse Management and Slotting Optimization.

CUSTOMER SATISFACTION SCORE

Measures customer satisfaction with your service and experience. Missed and inaccurate deliveries, long lead times, and multiple other factors can damage customer satisfaction. Manhattan solutions that can improve this KPI are Warehouse Management, Transportation Management, Inventory Optimization (Demand Forecasting and Replenishment), and Order Management.

SALES ORDER FILL RATE

Measures if a wholesale distributor is able to meet a customer's order immediately with the current inventory. The order fill rate tracks the percentage of orders that can be filled based on the current stock. Accurate inventory visibility is essential to achieving high fill rates. Manhattan solutions that can improve this KPI are Warehouse Management, Inventory Optimization (Demand Forecasting and Replenishment), and Order Management.

INVENTORY ACCURACY

Monitors the physical counts of inventory in comparison to what has been recorded. The inventory accuracy rate provides insight into how well a wholesale distributor manages and tracks inventory as it enters and leaves the warehouse. This KPI is critical for meeting customer commitments and securing customer satisfaction. Manhattan solutions that can improve this KPI are Warehouse Management and Inventory Optimization (Demand Forecasting and Replenishment).

INVENTORY TURNOVER / DAYS TO SELL

Inventory turnover is the rate at which a wholesale distributor replaces inventory in a period due to sales. Calculating inventory turnover helps the business make better purchasing decisions. Days sales of inventory (DSI) measures how many days it takes for inventory to turn into sales. Manhattan solutions that can improve this KPI are Warehouse Management and Inventory Optimization (Demand Forecasting and Replenishment).

INVENTORY SHRINKAGE

Shrinkage is lost or unusable inventory due to theft, damaged items, spoiled items, or other losses due to unforeseen circumstances. Monitoring shrinkage is essential to controlling costs and managing customer satisfaction. The Manhattan solutions that can improve this KPI are Warehouse Management and Inventory Optimization (Demand Forecasting and Replenishment).

ON-TIME IN-FULL (OTIF)/PERFECT ORDER

OTIF measures the number of cases (from warehouses to delivery points) delivered in full and on time as a percentage of all ordered cases. Perfect order applies to direct-to-the-consumer fulfillment at the item level. When service levels deteriorate, this indicates underlying operational problems. Manhattan solutions that can improve this KPI are Warehouse Management, Transportation Management, and Order Management.

DOCK TO STOCK RATE

Dock-to-stock cycle time measures the average time a warehouse takes a product from the start of receipt to when it is put away and ready for fulfillment. Typically calculated in hours, this measure indicates the efficiency of your receiving and put-away process. Manhattan solutions that can improve this KPI are Warehouse Management and Slotting Optimization.

TRUCKLOAD CAPACITY UTILIZATION RATE (CUBE)

Measures truckload utilization and can indicate loading optimization problems that result in overspending, as well as increased fuel consumption and carbon emissions. The Manhattan solution that can improve this KPI is Transportation Management.

FUEL ECONOMY (MILES DRIVEN)

Assesses total miles driven and fuel utilized over a period of time. Route optimization can reduce miles, fuel usage, and carbon output. The Manhattan solution that can improve this KPI is Transportation Management.
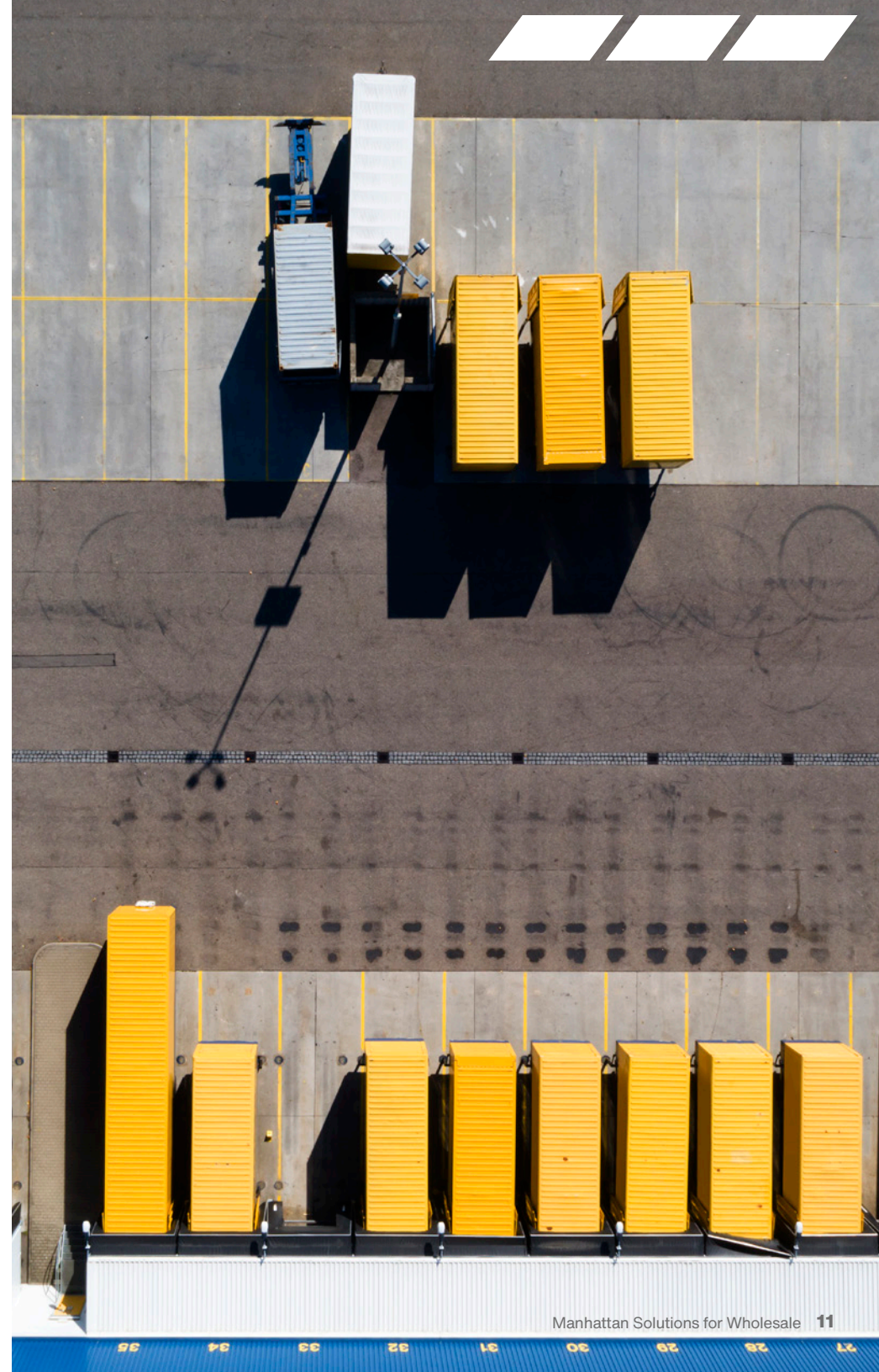
How we help you succeed

Manhattan Omnichannel Commerce and Digital Supply Chain Solutions

Every day, your supply chain and operations strive to meet the rising demands of customers while maintaining your profitability. Whether you are speeding products to market, enabling new business strategies (including B2B digital commerce), or minimizing the effects of disruptions to ensure high service levels, the goal is always to keep customer relationships satisfied. As your supply chain evolves, exceptions occur, and costs fluctuate, you must be resilient and agile, fending off issues and activating change to consistently meet customer needs and do so while improving profitability.

The modern resilient and agile wholesale distribution supply chain is durably unified from receiving to delivery and planning to execution, giving your business crystal clear visibility, unprecedented control, and unlimited flexibility from one end of supply chain operations to the other. Architected for the cloud for responsiveness, optimized through data sciences for greater efficiencies, and aligned through behavioral sciences for joint human and machine effectiveness, Manhattan Omnichannel Commerce and Digital Supply Chain Planning and Execution solutions deliver the modern supply chain that enables you to be always resilient and highly agile in the face of any business challenge.

How does Manhattan help you optimize and succeed?

Our Supply Chain Planning solutions help you ensure that critical items are available, providing complete inventory visibility. Advanced Demand

Forecasting allows you to precisely match inventory levels to customer demand to ensure you support your customers most profitably. Innovative inventory allocation across distribution centers carefully aligns inventory to where it is expected to be consumed, optimizing inventory for B2B commerce fulfillment.

Our Supply Chain Execution solutions harmonize warehouse/distribution and transportation processes and activities to achieve peak productivity and efficiency. Manhattan Active® Warehouse Management enables you to execute distribution accurately and efficiently from receiving to fulfillment, expertly navigating regulations, storage requirements, tracking requirements, labor challenges, and service-level agreements. Manhattan Active Transportation Management then routes items to their desired location, with precise planning and execution supported by optimized carrier engagement to ensure timely delivery at the best cost.

Our Omnichannel Commerce solutions precisely orchestrate online orders so that you can provide a unified and compelling B2B buying experience. Manhattan Active Order Management enables you to sell anywhere, engage anywhere, and fulfill anywhere, supported by applied intelligence to ensure fulfillment promises are kept and executed profitably. And Manhattan Active Customer Engagement provides customer relationship management and insights across orders, interaction history, and customer preferences to support personalized buyer interactions in any sales and service channel, including digital self-service.

Manhattan deeply understands the criticality of omnichannel commerce and digital supply chain systems and processes to your reputation, growth, and profitability. This criticality drives us to provide the best experts, services, and support to make Manhattan's leading solutions work for your unique business and operational processes. Matured from the know-how gained from strengthening supply chains around the world, Manhattan Associates provides the

- **Leading supply chain planning, supply chain execution, and omnichannel commerce solutions,**
- **Built on a highly flexible and scalable cloud-native and microservices architecture,**
- **Delivered and supported by experts in unified commerce and digital supply chain planning and execution,**

that will enable you to execute confidently in the face of any customer demand or supply chain operations pressure.

Why Manhattan

Manhattan Omnichannel Commerce and Digital Supply Chain Solutions

Our deep understanding of wholesale distribution supply chain operations improves business outcomes.

Manhattan has built valuable expertise working with wholesale distributors worldwide. Manhattan solutions and services result from this experience, and Manhattan's expertise creates real, measurable business outcomes and value for our customers. Consider Sysco's view of Manhattan:

"We and many other customers have solid relationships with Manhattan's customer services team. They know this side of Sysco's business as well as we know it. They're extraordinarily valuable, and they're a big part of the reason why we're so comfortable with Manhattan."

Our feature-rich solutions support the most sophisticated wholesale distribution business requirements.

Our solutions optimize wholesale distribution efficiency, agility, and reliability across supply chain operations. Our know-how and technology innovation combine to form long-lasting solutions to supply chain problems and improvement opportunities. Consider this perspective from Fashion Biz:

"We have enjoyed extremely positive outcomes to date both in terms of operational efficiency and productivity. Manhattan Warehouse Management has empowered us to improve workflow and labor management, and we are excited to see how much further it can take us in the future."

Our cloud-native, microservices technology drives resilient and agile operations.

Our solutions provide clear supply chain visibility and unprecedented control from warehouse to delivery and planning to execution. Our cloud-native and microservices architecture is flexibly composable and configurable to enable new processes, experiences, and outcomes quickly and cost-effectively. Optimized through data sciences and aligned through behavioral sciences, our solutions create work environments that foster the best of humans and automation executing together to drive greater efficiency and productivity.

Consider this perspective from leading industry analysis:

A Leader in the 2022 Gartner® Magic QuadrantTM for Warehouse Management Systems for the fourteenth consecutive time, Manhattan's solution is differentiated from others in both the depth and breadth of its core supply chain execution capabilities. Manhattan is a 2022 Gartner Magic Quadrant Leader for Transportation Management for the fourth consecutive year, displaying a strong understanding of key trends influencing the decisions of TMS buyers, including its continued focus on transportation and overall supply chain convergence. Manhattan also is the leader in Order Management Systems, as evaluated by Forrester Research, which stated that Manhattan Order Management is the most comprehensive solution in the market.

Find the capabilities to help you improve

Manhattan Omnichannel Commerce and Digital Supply Chain Solutions

Flexibility is at the core of Manhattan solutions, allowing you to leverage the capabilities needed to solve your most pressing challenges and improve operational performance and customer satisfaction. You may want to naturally converge warehouse management, fulfillment, and transportation systems and processes to achieve peak productivity and efficiency. Possibly, your focus is to improve warehouse productivity and capacity by adding improved warehouse execution with greater automation. Or maybe you seek to implement robust order management capabilities to bolster your B2B digital commerce offering. Regardless of the need, you can find a Manhattan Omnichannel Commerce or Digital Supply Chain Planning and Execution solution replete with the technical advantages of the Manhattan Active® platform: a cloud-native architecture that automatically scales when needed, never requires upgrading, and is fully extensible at the user interface, data, and network levels with more than 10,000 APIs available. Here is a quick synopsis of the recommended Manhattan solutions for improving and optimizing your operations:

Supply Chain Planning
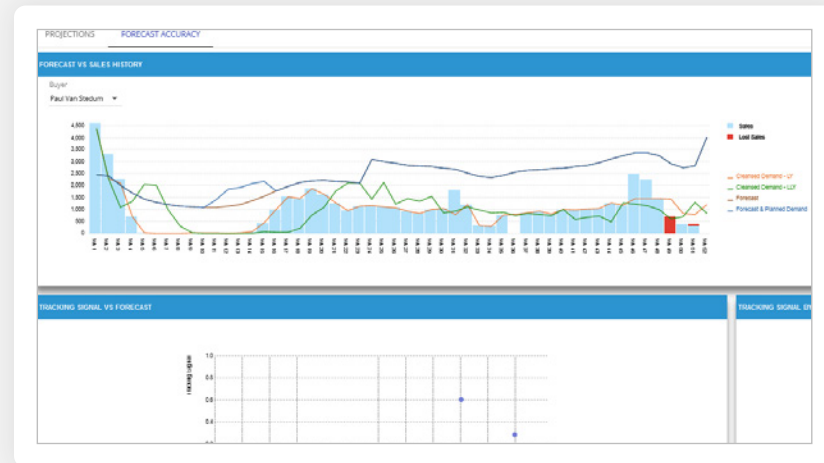
MANHATTAN INVENTORY OPTIMIZATION
(Demand Forecasting and Replenishment)

The Manhattan Demand Forecasting and Replenishment solution for wholesale distribution applies a customer-centric approach to inventory optimization to develop and sustain the highest customer service levels, especially for key accounts. The solution reduces the steps necessary to understand customer-specific replenishment patterns by analyzing customer-specific buying information. Inventory planners gain access to customer insights and relevant SKU-level data, accelerating the decision-making cycle. Armed with this information, your planners can quickly decide if demand forecasts must be adjusted due to demand exceptions or if seasonal profiling is required. The result is a more prescriptive, more effective replenishment strategy to support each customer's unique inventory demands.

Learn More

Supply Chain Execution
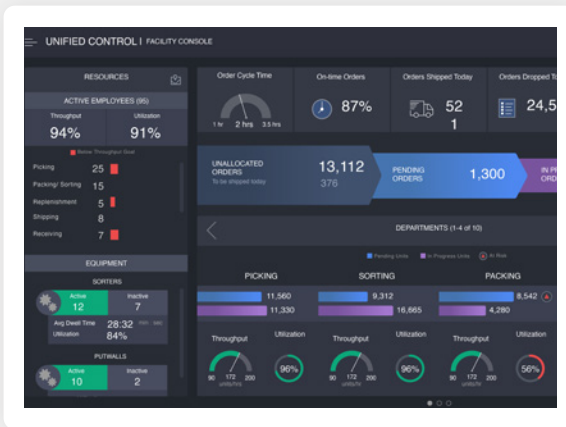
MANHATTAN ACTIVE WAREHOUSE MANAGEMENT

Engineered to enable resilient and agile wholesale distribution operations for whatever comes next, Manhattan Active Warehouse Management unlocks the untapped potential of every warehouse/distribution center. Advance your warehouse operations beyond basic picking, packing, and shipping, including seamlessly orchestrating all work across man and machine, to create and flawlessly execute a hyperflow of inbound and outbound goods and information.

Learn More
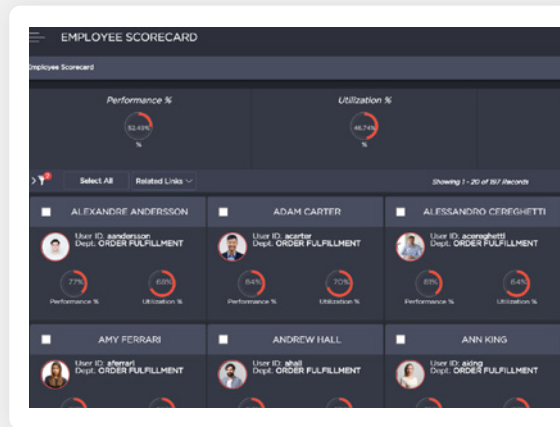
MANHATTAN ACTIVE LABOR MANAGEMENT

Once we understand what drives human desire, aspiration, and behavior, we can develop techniques and intuitive tools to create a more individual and rewarding work experience. Manhattan Active Labor Management uses data-driven gamification, real-time digital communication, automatic recognition, rewards programs, and more to move beyond labor management to true employee engagement and performance.

Learn More
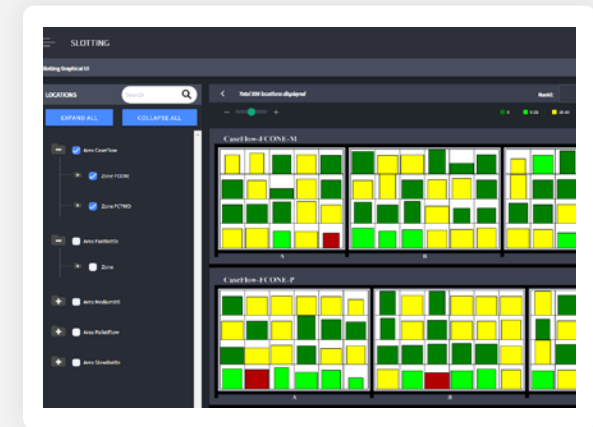
MANHATTAN ACTIVE SLOTTING OPTIMIZATION

Manhattan Active Slotting Optimization provides unique, seamless integration of slotting moves and picking, engineered as part of overall distribution center management. It continuously optimizes slotting by analyzing seasonality, sales trends, and product variations, using applied intelligence while maintaining preferred-item sequencing and family groupings.

**Learn More**

Supply Chain Execution
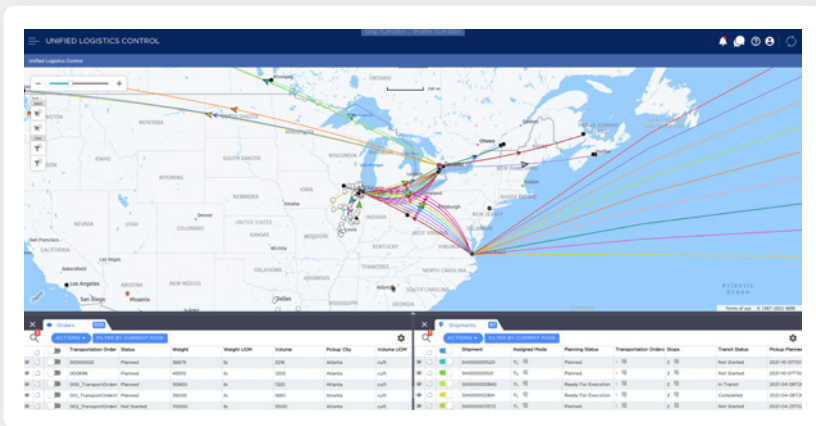
MANHATTAN ACTIVE TRANSPORTATION MANAGEMENT

Manhattan Active Transportation Management is the fastest, smartest, and easiest way for you to manage transportation planning and execution. Capabilities such as multimodal optimization, unified logistics control, and pre-integrated rate and capacity management enable you to optimize routes, improve visibility, accelerate planning, and lower the cost of shipping while reducing carbon emissions.

Learn More

Omnichannel Commerce
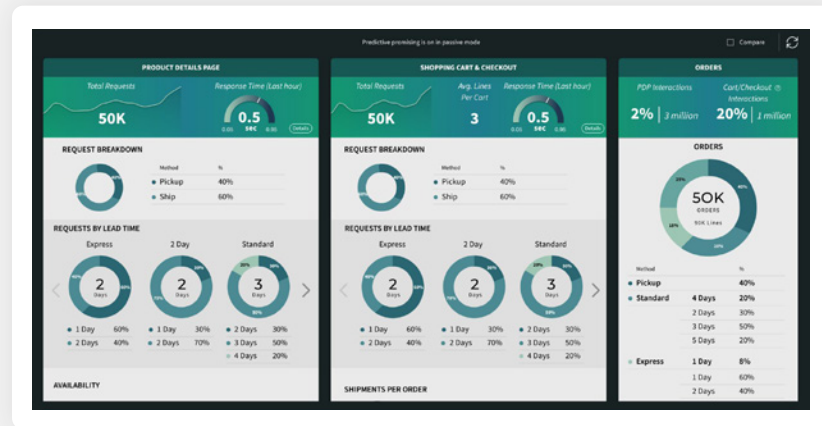
MANHATTAN ACTIVE ORDER MANAGEMENT

As B2B digital commerce becomes a more significant part of your business, you will benefit from solutions that improve the performance and profitability of your fulfillment services. As digital commerce grows, online buyers' expectations rise. They will expect accurate and real-time inventory availability information and full control over orders, including change orders. Your order management capabilities can become a differentiator for your business by simplifying and personalizing the online buying experience.

Manhattan Active Order Management enables you to manage the entire life cycle of digital commerce order fulfillment. Online sellers worldwide rely on our Order Management to initiate and manage an order's complete, end-to-end life cycle — from initial inventory availability check to payment settlement and sales posting to shipping.

Learn More

See how we help leaders like you succeed

Machine Learning And Inventory Optimization Accelerate Success For Uni-select

Manhattan Solution: [Inventory Optimization (Demand Forecasting and Replenishment)](#)

Uni-Select is a leader in the wholesale distribution of automotive refinish and industrial paint and related products in North America and the automotive aftermarket-parts business in Canada and the United Kingdom. Demand fluctuation — particularly around seasonality — was challenging the company, and its attempts to improve its inventory management did not reach target levels. As a result, inventory carry was higher than optimal, exceptions were frequent, and buyer productivity suffered.

Uni-Select implemented the Automatic Policy Tuning (APT) capability within Manhattan Demand Forecasting and Replenishment to solve its inventory management issues and improve performance. Using machine learning techniques, APT focuses on ensuring that demand forecasting policies are perfectly tuned to generate the greatest possible accuracy for the business. From a seasonal perspective, the effects of APT were immediate. The first noticeable difference was more-accurate forecasts, as well as fewer exceptions. Over time, Uni-Select also observed that inventory levels were going down and, despite the occurrence of negative external factors like weather events, service levels remained high.

[Learn more](#)

"Even with great fluctuation of demand, we became more accurate in our forecasting. This improvement made a huge difference in our daily operations."

Jean-Daniel Potvin, Business Analyst for Forecasting and Demand, Uni-Select

KeHE

KeHe Takes Fresh Approach To Inventory

Manhattan Solution: [Inventory Optimization (Demand Forecasting and Replenishment)](#)

With a network of 16 distribution centers (DCs) supplying 30,000 retail locations across North America, KeHE Distributors is one of the largest pure-play grocery and natural-food wholesale distributors in the United States. KeHE's previous inventory management solution didn't support the growth of their customers' needs. The food distributor required an advanced solution providing a deeper understanding of customers' needs to enable better service.

KeHE implemented Manhattan Demand Forecasting and Replenishment to improve customer service, optimize inventory levels, and create more efficient forecasting and replenishment capabilities. The solution enables KeHE to predict future demand through innovative forecasting techniques. These techniques include self-tuning policies, automated exception management, and demand forecasting for specific customers, all working together to anticipate and consider the most complex demand planning scenarios.

KeHE implemented Demand Forecasting and Replenishment in all 16 DCs. These locations have experienced significant service level improvements, as well as a 5% inventory reduction and 5% spoilage reduction.

[Learn more](#)

"While we looked at numerous factors, the key to our decision centered around a software vendor's ability to provide quick solutions. Through Demand Forecasting and Replenishment, the tool provided all the capabilities our business needed in one spot."

Raj Govindarajan, Senior Director, Supply Chain, KeHE Distributors

5% inventory reduction and 5% spoilage reduction.

Sysco

Sysco Manages Inventory Across 74 Locations With Help From Manhattan

Manhattan Solution: [Inventory Optimization (Demand Forecasting and Replenishment)](#)

Sysco, the largest food wholesale distributor in North America, needed a demand forecasting and inventory replenishment solution to accurately supply 400,000+ products to its customers and reliably fill customer orders within 8 to 24 hours. Sysco's complex multi-echelon distribution network complicated managing this large volume and delivering on this challenging service level.

Today, Sysco's inventory planners use Manhattan Demand Forecasting and Replenishment to optimize inventory across the company's broad network, allowing it to replenish stock efficiently and effectively. Manhattan's solution enables Sysco to forecast at the lower levels in the network and project future orders between customer-facing operating units and regional distribution centers. It allows the company to balance inventory investment against customer-service objectives, providing planners with the ability to set service-level goals by item and location; then, it calculates the proper safety stock levels to achieve these goals.

This capability can improve Sysco's working capital by tens of millions of dollars. With increased buyer efficiency and accuracy, order year-over-year inventory has improved significantly, and the company has reduced aged and obsolete inventory. Sysco predicts forecast accuracy will improve 2% to 5%.

Learn more

"We and many other customers have solid relationships with Manhattan's customer services team. They know this side of Sysco's business as well as we know it. They're extraordinarily valuable, and they're a big part of the reason why we're so comfortable with Manhattan."

Ray Morgenstern, Senior Director, Supply Chain, Inventory Management, Sysco

Manhattan Helps Tarsus Distribution Boost Efficiency By 60%

Manhattan Solution: [**Warehouse Management**](#)

With more than 30 years of operation, Tarsus Distribution is the longest-established IT wholesale distributor in South Africa, distributing the world's leading IT hardware brands. The company needed a warehouse management solution to ensure that it could adapt rapidly to the changing South African hardware reseller market. Tarsus recognized that its existing legacy solution and supply chain practices were key inhibitors to managing change.

Tarsus implemented Manhattan Warehouse Management to modernize its warehouse operations and achieve its objectives. Standardization, automation, and optimization of its warehouse processes resulted in improved operational efficiency and reduced staffing requirements. In conjunction with enhanced inventory analysis and warehouse layout, pick-path sequencing increased overall picking efficiency by 60%. Inventory accuracy improved to greater than 99%. Tarsus also achieved a labor force reduction of 25% and the elimination of overtime.

[**Learn more**](#)

"It has been one of the best, most-optimal outcomes. Not only has Manhattan Warehouse Management removed errors and inefficiencies, it has improved productivity through flexible and optimal pick patterns."

Tim Proome, Head of Supply Chain, Tarsus Distribution

Inventory accuracy improved to greater than 99%.

REVMAN

Revman Handles Record Shipping Volume With Manhattan Associates

Manhattan Solution: [Warehouse Management](#)

Revman International is a leading supplier of bedding and bath products for the high-end home textile market. The company is licensed to market a variety of home collections by prestigious brands such as Tommy Hilfiger, Marimekko, Echo, Laura Ashley, and Nicole Miller. It succeeds by providing superior service and proactively meeting the needs of its customers, who are leading department and specialty stores located across the United States. As the company grew, it found its warehouse management solution lacked the stability and scalability required to uphold its standards for premium customer service.

Revman chose to work with Manhattan because of Manhattan's extensive warehouse management experience and knowledge, as well as its strong track record for delivering on its promises. The company uses Manhattan Warehouse Management for both inbound receiving and outbound order processing. The solution has helped Revman increase efficiency by significantly reducing the length of its physical inventory process. The new solution also allowed Revman to smoothly process its largest order volume month in company history while improving order cycle times. Manhattan Warehouse Management has helped Revman to dramatically decrease the turnaround time associated with the nearly 50% of the company's orders that direct ship.

[Learn more](#)

"After just 30 days of using the Manhattan solution, Revman reduced the length of its physical inventory process from five days to just two and enabled Revman to dramatically decrease the turnaround time associated with direct ship orders."

Paula Lareau, Director of Information Services, Revman Industries

KOL●K

Kolok Standardizes Operations On Manhattan

Manhattan Solution: [Warehouse Management](#)

Kolok Unlimited is one of the largest printer supplies distributors in Africa. It conducts business directly in the common customs areas of South Africa, Botswana, Lesotho, Swaziland and Namibia, as well as in Angola and Mozambique. The growth that brought about the company's expansion into these countries came with significant operational challenges. With an extensive distribution network of seven distribution centers and rising transaction volumes, Kolok began to experience considerable difficulty with stock management. The company had outgrown its manual warehouse processes.

Kolok implemented Manhattan Warehouse Management because of the solution's reliability, functionality, configurability, and usability. One year after implementing the solution, Kolok's warehouse volume increased by 28% over the previous year, and picking errors decreased by 80%. Due to improved efficiency, order cycle times have fallen, with orders ready for customer collection or delivery being available just 15 minutes after reaching the warehouse. The solution's usability has also greatly improved Kolok's labor productivity.

[Learn more](#)

"The first time we carried out a stock-take after implementing the new system (Manhattan Warehouse Management), we brought in 24 people and expected to spend a weekend on the job. It only required six people for a few hours."

Allan Thompson, Managing Director, Kolok Unlimited

Kolok's warehouse volume increased by 28% and picking errors decreased by 80%.

Fashion Biz Selects Manhattan To Optimize Warehouse Procedures And Improve Efficiency

Manhattan Solution: [Warehouse Management](#)

Fashion Biz is a wholesaler of quality uniforms, workwear, and promotional apparel to New Zealand, Australia, Canada, the United States, South Africa, Papua New Guinea, and the Pacific Islands. The company distributes through several channels, including agencies, promotional companies, embellishers, uniform specialists, and retailers. To facilitate and sustain its ongoing growth strategy, Fashion Biz decided to upgrade the technology infrastructure supporting its warehouse operations. In particular, the company wanted to implement a warehouse management system that would be robust enough to effectively address the issues Fashion Biz encountered with manual-based processes, including inventory inaccuracy, poor warehouse space utilization, and lack of stock visibility.

Fashion Biz chose Manhattan Warehouse Management to optimize its warehouse processes due to its best-class functionality, flexibility, and scalability. The company has leveraged the solution for several years and has experienced many process improvements and benefits. Through enhanced quality assurance, Fashion Biz has seen a significant improvement in inventory visibility and a much higher level of stock accuracy. The company has also increased efficiencies, particularly in tracking its warehouse management performance in workflow and labor management. Since upgrading to the recent version of Manhattan Warehouse Management, Fashion Biz has increased daily order processing volumes by 60%.

[Learn more](#)

"We have enjoyed extremely positive outcomes to date both in terms of operational efficiency and productivity. Manhattan Warehouse Management has empowered us to improve workflow and labor management, and we are excited to see how much further it can take us in the future."

Frank Fuller, National Operations Manager, Fashion Biz

To learn more, visit manh.com

Manhattan.