

With our prior [WMS] system, it took a significant amount of time for people to get up to speed... Now, with WMS we can have a new person come on line and within 10 days be operational and productive, and that is huge for us.”

Director Of IT & PMO, Johnstone Supply, Inc.

Johnstone Supply is the leading cooperative wholesale distributor in the HVACR industry, with 410 independently owned stores across the U.S and Canada. It offers superior customer service through a variety of channels including brick & mortar stores, print and online catalog, and a website

Revenue: \$2 billion in annual sales

Locations: 400+ locations 6 DCs with 700,000 fr2 inventory space

SKUs: 75,000 online 1M+ special order parts

www.johnstonesupply.com

Business Challenges

- Differentiate in market with wide assortment and high-touch services such as scheduled delivery, overnight replacement and will call
- Warehouse mix complexity: HazMat, case, bulk and small items
- Pick zone complexity: bulk, pick to pallet, HazMat, small parts, secure
- Mixed TL, LTL and small parcel
- Technology usability due to high use of temporary/seasonal hires

Outcome

- 99.9% inventory accuracy at bin level
- Increased daily warehouse efficiency
- Improved onboarding of new and seasonal hires
- Streamlined processes increased capacity

Solution

Infor Warehouse Management System (WMS)

Key functionality: forward pick with active replenishment, integrated labor management, cross-dock, directed work with task management, and load consolidation



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