

# Storage Equipment



## CEO Replaces Incumbent WMS With HighJump Solution and Quickly Improves Efficiency by 25 Percent

### Company Profile—Storage Equipment, Inc.

Storage Equipment, located in Minneapolis, Minn., is a leading provider of equipment ranging from shelving and warehouse mezzanines to document storage and record-keeping systems. The company also offers professional storage design services, which provide customers with suggestions for better storage organization, more efficient materials handling, and stronger return on investment per square foot of storage space.

In February of 2002, Mike Dubbs was optimistically looking to the future. As the CEO of Storage Equipment, Dubbs had just selected the warehouse management system (WMS) vendor he believed would take his company into the 21st century. Convinced that his business could not afford a best-of-breed WMS, Dubbs chose to work with a small vendor that claimed to do it all at a fraction of the price. Little did he know that the system he was about to purchase would do neither.

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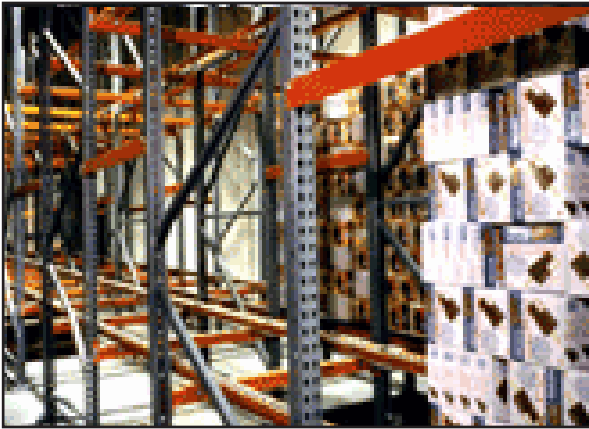
### Big Trouble Ahead

After missing its first go-live date of May 2002, the vendor reset expectations and eventually hit a revised date of September. Dubbs was happy with the system’s performance at first. “The system appeared

to work fine initially,” he noted after seeing a slight improvement in warehouse efficiency. But in a matter of weeks, problems began to arise. “Fixes to problems caused bigger problems in other areas and eventually the system was spiraling out of control.” The most obvious indication of this, said Dubbs, came in December, when year-end inventory numbers weren’t even close. At that point he made the difficult decision to put the WMS on hold for the time being and limp along with a paper-based system until all problems were addressed.

“It was obvious to us that major pieces of the WMS needed to be rewritten,” Dubbs said. But the required work did not come quickly or easily. A completion date of February 2003 turned into June, then eventually July. When the patch was finally installed in July of 2003, it was missing major functionality.





With no other options, Storage Equipment crawled into August without the WMS it had already paid for. After a series of discussions with the Storage Equipment CFO, Dubbs made a decision any CEOs would dread—to pull the plug on the existing WMS, absorb the financial loss, and begin the search for an application that would deliver fast benefits.

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## **A Light at the End of the Tunnel**

Staring into the face of a failed implementation and several hundred thousand lost dollars, Dubbs made a bold move by discarding his previous list of vendors and bringing in Tier 1, best-of-breed WMS vendor HighJump Software. Realizing that the HighJump Software customer list included globally recognized names, Dubbs' initial reaction was that the HighJump™ WMS would be too expensive. But his opinion quickly changed. “Not only was the end-to-end implementation quicker than expected (less than 10 weeks) but the project came in

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at a fraction of the expected cost.” Dubbs attributes this to the HighJump system's adaptable architecture. “For companies with even a small IT staff, making changes or enhancements to the system is easy,” said Dubbs.

“When I requested functionality from the implementation team it just appeared—sometimes in a matter of minutes.”

Mike Dubbs is now a more experienced buyer of WMS technology, and his company is headed in the right direction. “We have better visibility of what's going on in the warehouse. We're experiencing at least a 25 percent increase in productivity. We've eliminated the vast majority of errors. I don't think I could have expected much more after only a few months.”

And as Dubbs is happy to mention, his experience with a failed WMS implementation has taught him three very important lessons. The first was that small companies can afford the same technology much larger companies run—if they find the right vendor. Second, that an adaptable WMS can drastically reduce implementation time and costs. And the third? “Going with a less expensive WMS from a smaller vendor

will ultimately cost you more money in the long run. Trust me—I would know.” more, HighJump Software leverages its proprietary adaptability tools to tailor the solution to any unique requirements customers have during the implementation process—no expensive, risky and time-consuming custom code is involved.



**HighJump**  
SOFTWARE