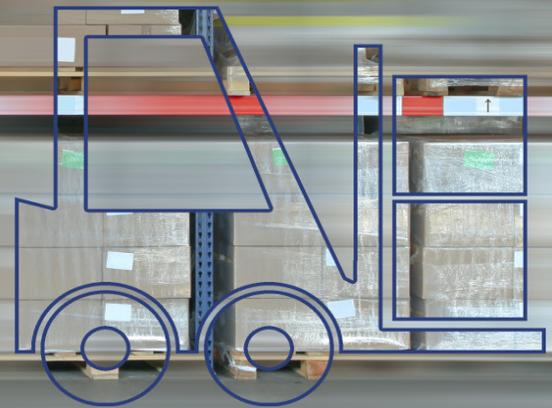


# CASE STUDY: HOWARD TENENS

3PL Provider Achieves Increased Efficiency and Productivity  
With HighJump™ Warehouse Advantage



**Quick Facts:** Howard Tenens

**Distribution Centre:** Andover, UK

**HighJump Solution:** HighJump™  
Warehouse Advantage

## COMPANY OVERVIEW

Howard Tenens is one of the largest privately owned 3PL management groups in the United Kingdom. The group operates 2.5 million square feet of high quality, modern warehousing space across its locations, providing distribution, storage and operational solutions to a variety of customers from across the whole business spectrum.

## CHALLENGE

As a 3PL provider, Howard Tenens is no stranger to demanding customers. New and existing customers are constantly requesting changes to the way they would like Howard Tenens to manage their varied logistics operations. The company decided to search for a new flexible WMS as its existing warehouse management system (WMS) couldn't keep pace. The system was cumbersome to maintain and update, and didn't provide the level of traceability the company and its customers required. This left it without a record of operational activities. In addition to finding a system that was easy to set up and maintain, Howard Tenens was looking for a WMS that could produce real-time customer, carrier, and supplier key performance indicator (KPI) data as well as operation and productivity KPI data. It also required a robust system that could cope with complex requirements and interface to a variety of customer systems.



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"Primarily, we selected HighJump Warehouse Advantage because of its easy configuration, great flexibility, and because it had many features specifically designed to support 3pl businesses."

— Tom Bain,  
Group Operations Director

"Our customers are enjoying the increased visibility into their inventory. The HighJump system has enhanced their ability to plan ahead."

— Tom Bain,  
Group Operations Director

## ABOUT HIGHJUMP

In almost every industry, buyers are becoming more fickle, and more demanding. For logistics executives, effectively meeting buyer needs has become a relentless quest for speed and agility. Traditional supply chain solutions – siloed, complex, and hard-to-implement – no longer suffice, as competitors find ways to deliver goods faster and more profitably.

In today's "now" economy, HighJump helps you stay agile with adaptable, connected solutions that harness the power of your trading partner community. From the warehouse to the storefront, from the desktop to the driver's cab, we can help you achieve new levels of supply chain responsiveness, performance, and profitability.

HighJump's suite of warehouse management, business integration, transportation management, and retail/DSD solutions form a complete, powerful, and adaptable platform that allow you to drive growth, customer satisfaction, and revenue. **HighJump: supply chain accelerated.**

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## SOLUTION

Based on its evaluation criteria, Howard Tenens selected the HighJump Warehouse Advantage WMS. The system was installed in Howard Tenens' Andover facility, which provides 3PL warehousing, repacking, and distribution operations for food products companies. "We wanted to work with a large company that could deliver a reliable, flexible and robust WMS solution that was 'future proof,'" said Tom Bain, Group Operations Director, Howard Tenens.

The company also cited HighJump's first-class 24-hour technical support and its ability provide seamless interfaces between the new WMS and the various systems employed by customers as important factors in its selection.

HighJump Warehouse Advantage also helps Howard Tenens meet the challenges of running the operations of food products companies. For example, Howard Tenens faces unique inventory control challenges such as managing stock rotation according to expiration dates and other traceability requirements. Date stamps and born-on manufacturing indicators are product attributes maintained in the system, enabling operators to draw on pallets in the correct order. This is important not only for traceability records, but also to have visibility into expiration dates that support FIFO and LIFO based picking and rotation.

## RESULTS

HighJump Warehouse Advantage enables Howard Tenens to provide enhanced levels of customer service by offering better reporting information in real time for its customers. Customers can log onto HighJump's Web-based reporting portal and view current inventory data, as well as supplier collection and delivery information. They can also export data into their own management systems. "This has produced excellent stock count results and cut down on the time required to complete the stock counts," said Bain. "In addition, the KPI data available within the HighJump system is extremely beneficial to us, as it enables better forecasting, budgeting, and work scheduling."

HighJump Warehouse Advantage has also allowed Howard Tenens to significantly cut down on administrative costs while boosting productivity. Warehouse workers are now given the most efficient pick paths via their handheld computers. The directed put-away rules help ensure that stock is in the right locations, which has improved the picking times and cut down on the stock controller's workload. Howard Tenens also appreciates the constraints built into the WMS that prevent users from overriding the system or taking shortcuts.

## FUTURE PLANS

Howard Tenens plans to install the HighJump Warehouse Advantage in all of its 15 sites. Swindon and Sharpness (Bristol) will be the next two major depots in the initial roll out phase.

## THE HIGHJUMP TEAM IS HERE TO HELP!

If you have any questions regarding HighJump or how our products can improve your business, our passionate team is here for you.

**Call us today at 800.328.3271. or email [info@highjump.com](mailto:info@highjump.com)**



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