NEWCASTLE SYSTEMS

3PL Customer Case Study

SITUATION ANALYSIS

This leading Global 3PL provider recently began providing fulfillment services for a global supplier of telecoms equipment, namely cell-phone tower parts and components that are assembled and shipped to and used by major US cellphone providers.

CHALLENGES:

- Bringing heavy product via forklift, pallet jack or hand-carried to a static computer/printer desk to look up order, etc.
- Walking back & forth from various order staging areas to static desk to enter data, print labels, etc.
- Labels printed in large batches often resulted in mislabeling
- Hours/shifts were added to handle backlog
- Workers were stressed and fatigued

SOLUTION:

Implemented **Mobile Powered Workstations** that enable workers to bring the computer and printer directly to point of work, eliminating costly footsteps.

- No need for forklifts or pallet jacks to bring product to static desk
- Labels are now printed on demand; no more batch printing
- Data is entered and retrieved directly in order staging area

RESULTS:

1. Costly motion drastically reduced by 50%
2. Packing much faster and efficient
3. Labeling errors eliminated
4. Overtime eliminated
5. Employee morale significantly boosted

Overall labor savings of $17,000 per month