

# REVMAN HANDLES RECORD SHIPPING VOLUME

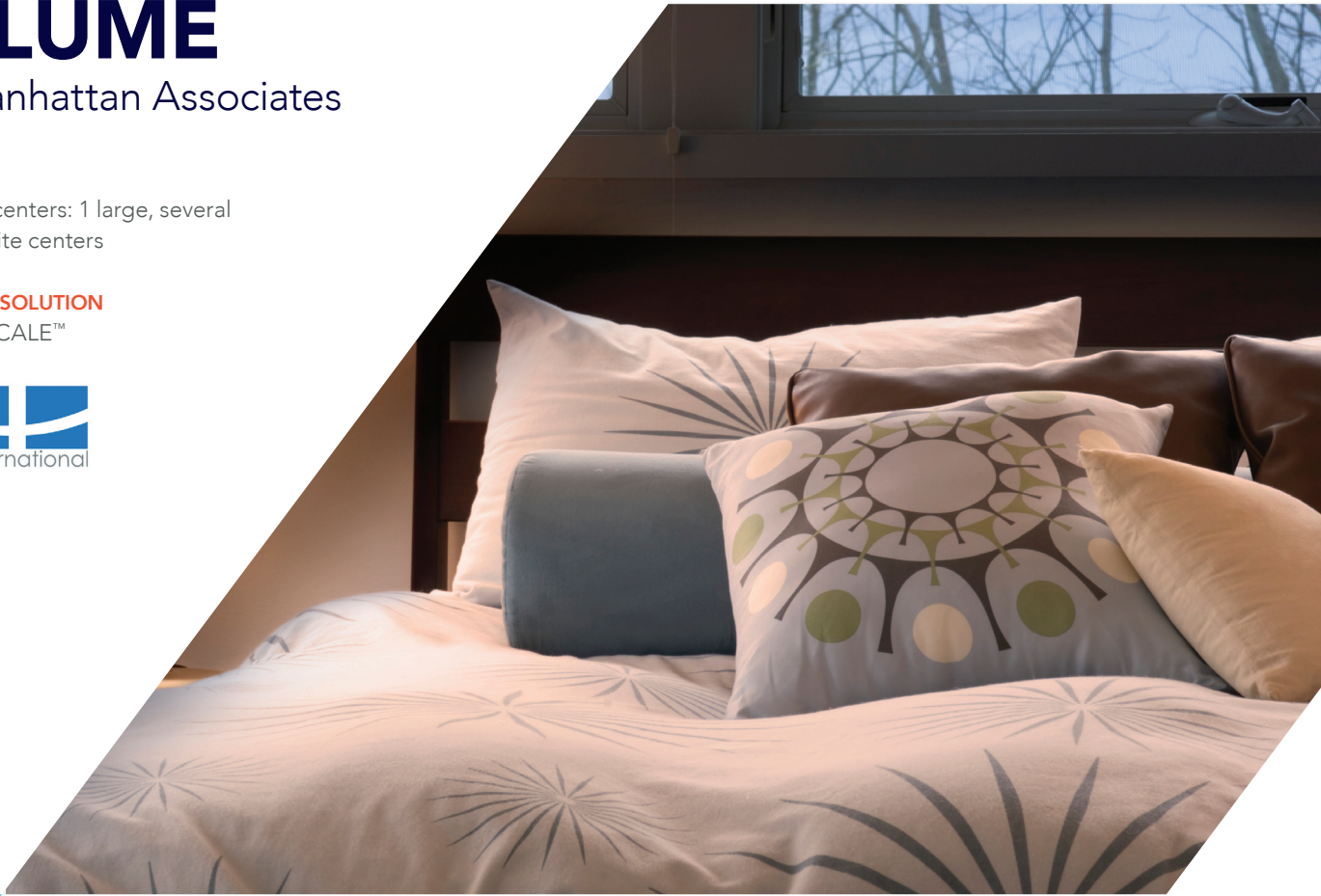
with Manhattan Associates

## OPERATIONS

Distribution centers: 1 large, several smaller satellite centers

## MANHATTAN SOLUTION

Manhattan SCALE™



## CHALLENGE

Unstable existing system cannot meet Revman's customer demands or be upgraded.

## SOLUTION

Revman sought outstanding warehouse functionality and a dependable system made by a financially stable company. Manhattan solutions offered greater efficiency, lower total cost of ownership and significantly enhanced functionality.

## PROGRESS & RESULT

Revman reduced physical inventory time from 5 days to 2; sped order processing time and increased shipping capacity.

"Manhattan's solution enabled us to manage our largest month yet in terms of shipping volume. Our former system would have been more of a hindrance than a help in shipping double our average volume—we're confident we can scale up from here."

PAULA LAREAU, DIRECTOR OF IS, REVMAN INDUSTRIES

# MEETING CUSTOMER EXPECTATIONS MORE EFFICIENTLY

at Revman Industries

## PREVIOUS SYSTEM ENDANGERED REPUTATION WITH CUSTOMERS

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.

Revman is passionate about its mission to design, market and supply superior bedding and bath products that represent value to the consumer. Since the company's inception in 1988, it has been extremely successful in producing high-quality goods that feature solid fabric construction and unique designs. As a trusted partner of numerous high-profile brands, the company must consistently focus on upholding the reputations of these brands. It succeeds by providing superior service and proactively meeting the needs of its customers — leading department and specialty stores located across the United States.

As it grew, Revman found its warehouse management solution lacked the stability and scalability required to uphold its standard for premium customer service. Significant system customization and a lack of support from the company's previous system provider eliminated upgrading as an option. Consequently, Revman initiated a full survey of best-of-breed warehouse management solutions.

## REVMAN CHOOSES MANHATTAN FOR EXPERIENCE, STABILITY AND COST EFFICIENCY

Revman quickly compiled a list of 25 viable warehouse management options and through interviews and research narrowed the list to three front-runners. Revman selected Manhattan SCALE based on Manhattan's extensive warehouse management experience and knowledge as well as its strong track record for delivering on its promises. Revman also believed Manhattan's financial stability made it a good long-term partner, and the company's technology direction meshed well with Revman's strategy of converting its systems to operate on more cost-efficient platforms.

Revman utilizes Manhattan SCALE for both inbound receiving and outbound order processing. In the receiving area, the solution works in conjunction with radio frequency (RF) technology from Motorola. As goods are received, the barcode labels are scanned. The items are then placed on a conveyor that sorts them into single-SKU pallets for putaway. When it comes to order fulfillment, Revman ships both carton and full case orders selected from both active and reserve locations. The Manhattan solution also automates work orders that require special kitting.



**“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.”**

Once picked and ready to ship, an order must receive a shipping label that meets the compliance regulations of the retailer and parcel carrier. Manhattan SCALE makes this possible through its guarantee to provide compliant labels for the top 100 retailers, including Federated Department Stores, JC Penney and Bed Bath & Beyond — all valued customers of Revman.

## REVMAN CUTS INVENTORY PROCESS FROM FIVE DAYS TO TWO AND EASILY HANDLES TWICE THE HISTORIC SHIPPING VOLUME

The implementation of Manhattan SCALE has helped Revman increase efficiency. After just 30 days of using the solution, the company reduced the length of its physical inventory process from five days to just two. The new solution gave Revman the ability to smoothly process its largest month in company history.

According to Paula Lareau, Director of IS at Revman, “Manhattan's solution enabled us to manage our largest month yet in terms of shipping volume. Our former system would have been more of a hindrance than a help in meeting the challenge of shipping double our average volume, and we're confident we can even scale up from here.”

The solution also enables Revman to dramatically decrease the turnaround time associated with the nearly 50% the company's orders that direct-ship from various locations. Today, the company sends an order request and the required paperwork (including a compliant shipping label) to a satellite location; that facility quickly picks, packs and ships the order direct to the customer.

The ability of Manhattan SCALE to communicate in real time with Revman's host system also yielded business benefits. The previous warehouse management system could take 24 hours to update the host, delaying the advance ship notices (ASNs) for Revman's customers. The clean integration between the host and Manhattan's solution frees up valuable IT resources, which can now be deployed on Revman's other technology initiatives.

In addition, Manhattan SCALE and Revman's ERP system both operate on the Microsoft platform, producing big benefits for the company including a lower total cost of ownership in the technology arena.