

# UNIFIED CONTROL

## OPERATIONAL VISIBILITY AND EXECUTION IN ONE

There has always been a problem with lack of cohesive visibility across the supply chain. It is easy enough to see labor performance by itself. Or fulfillment. Or automation. But those pockets of data are isolated. To get an overall view of everything together is incredibly challenging, expensive and still imperfect. Even with the effort it takes to consolidate the information, supply chain professionals can only view the performance of one facility, not across multiple facilities. Drawing conclusions about supply chain performance based upon only one distribution center (DC) can be highly error-prone and lead to conclusions that do more harm than good. A holistic view of DC health has remained elusive – until now.

Manhattan Associates recognized the need for companies to look at everything together. And then be able to do something with that information. How can visibility lead to better decisions? The answer is unification. A single version of the truth that includes inventory, orders, people, equipment and work, along with the ability to drive change by taking action. In other words, visibility and execution. We wanted to empower supply chain professionals with detailed information and the command to do things like manage tasks, reprioritize orders, interact with associates and lock or unlock inventory. We call it Unified Control (UC).

UC empowers professionals to run the supply chain to its full potential. For the first time, companies can monitor the health of their operation cohesively, in a single, unified user experience. UC is also fully configurable, providing different levels of information to people in different roles, from a total supply chain network view with the ability to compare DCs to views of single facilities, single departments and even individual employees. It's as broad and as granular as needed for every situation. With UC, Manhattan elevates the "management" in WMS to new levels, with better resource management and inbound/outbound management.

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### RESOURCE MANAGEMENT

Many DCs utilize both labor and automation. UC allows companies to actually orchestrate man and machine via cohesive visibility. Labor and automated resource visibility have been unified with warehouse management. A single dashboard displays full information about both people and automation, with real-time performance of everything by department, asset and people. If performance or utilization is down, supervisors have the ability to find out who is struggling and why it may be occurring. They can view specific employee timelines and scorecards and dig into what each person has been doing. With a real-time map of where everyone is located, supervisors can go talk to employees, offer advice and spur positive changes.

Alongside the detailed labor information is a view of automation. Managers can see precisely what is offline and online. They can calculate performance metrics, look at the dwell time of inventory across the DC and see how many cubbies in a put wall are active. Based on these observations, supervisors can take action to maximize every resource and activate assets to meet service levels based upon deadlines approaching and work coming in.

### INBOUND/OUTBOUND MANAGEMENT

As inbound processes have grown increasingly complex, the need for and value of visibility have increased. UC delivers real-time visibility to inbound shipments so operations can see what's coming and consider all affected departments, including receiving, putaway, inventory management and crossdocking. With those insights, more timely and more precise allocation of assets can be deployed. The results are greater productivity from people and equipment, reduced downtime and higher overall efficiency on the inbound side.

UC also provides real-time visibility into the outbound fulfillment process, with more information and context than ever before. That starts with a dashboard displaying all orders – those being worked on, those in the queue and those that have shipped. For the orders in process, it's easy to gain a wealth of information that includes exactly where they are in the DC, along with the status of labor and automation. With just a click (or tap if accessing from a tablet), supervisors can delve even further into the data and sort the orders by deadline, priority and more.

UC pairs all of that information with the ability to take action. Managers can reprioritize orders, select orders for specific fulfillment processes and even add items to shipments. It's total command and control of the DC – and complete context – with a single application, from the facility level down to a single order. UC creates unprecedented opportunities to positively affect everything from throughput and trailer utilization to SLAs and KPIs.

### TOTAL VISIBILITY, COMPLETE CONTROL

Unified Control is warehouse management unlike any other, uniquely pairing unmatched visibility and context with the ability to take action. From the supply chain level all the way down to a single order or single employee, UC drives positive change from top to bottom and end to end.

#### For more information

To learn more about Manhattan Active Warehouse Management and Unified Control, contact your Manhattan sales representative or visit [manh.com/products/unified-control](https://manh.com/products/unified-control)