

Global Engineering Group Upgrades WMS with Tryon Solutions & Cycle

BACKGROUND

Our customer is a global, high-technology engineering group founded in 1862. The company is a leader in tools and tooling systems for metal cutting; equipment, tools and services for the mining and construction industries; products in advanced stainless steel and special alloys; and products for industrial heating. They have about 43,000 employees and sales in more than 150 countries. It has distribution centers in the United States, Netherlands, Singapore and China that deliver orders overnight to customers around the globe.

Our customer was seeking a partner to assist in upgrading all four of its distribution centers from a 2010 version of a warehouse management system (WMS) to the latest version of the JDA WMS. With this upgrade they also wanted to move from undergoing a single, significant WMS upgrade every several years to keeping the system continuously current via ongoing upgrades throughout the year.

Furthermore, included in this upgrade was the implementation of the new JDA parcel handler powered by Centiro, a provider of cloud-based delivery management solutions. As a division that relies heavily on just-in-time delivery to meet clients' needs, this customer needed to ensure essentially a seamless upgrade that would cause few disruptions to its delivery schedule.

THE PARTNER: TRYON SOLUTIONS

This customer chose Tryon Solutions as its WMS upgrade partner. Tryon Solutions, a provider of professional services and software solutions for JDA supply chain applications, has extensive experience working with similar companies in supporting upgrades, optimizations and implementations of WMS and associated solutions such as parcel applications.

This customer also invested in Cycle, the continuous testing platform from Tryon Solutions, as its WMS testing solution.





RESULTS

Tryon Solutions oversaw the migration from the 2010 WMS to the most current version. This included the implementation of the new Centiro-powered JDA parcel handler. Working closely with representatives from our customer and Centiro, Tryon Solutions made generally small, but significant adjustments to the JDA parcel handler to more effectively support the complex shipping methods that allow the customer to complete next-day shipping worldwide. By running Cycle, significant potential problems concerning WMS configuration and address validation and compliance were discovered and addressed prior to go-live.

The WMS at all four of our customer's distribution sites was successfully upgraded. The leveraging of Cycle provided this customer with confidence that the migrations would prove successful. Cycle also allowed this customer to save money and reduce staff stress associated with performing volume tests prior to the migration.

BY RUNNING CYCLE, SIGNIFICANT POTENTIAL PROBLEMS CONCERNING WMS CONFIGURATION AND ADDRESS VALIDATION AND COMPLIANCE WERE DISCOVERED AND ADDRESSED PRIOR TO GO-LIVE.

VALUE OF CYCLE

Even a minor disruption in our customer's shipping process is considered unacceptable. The company has cemented its place as a leader due to its high-quality products and ability to deliver those products worldwide via next-day shipping. The decision to upgrade a WMS across multiple sites, as well as make other substantial shipping changes like implementing a new parcel handler, is a high-stress, potentially high-risk endeavor. Thanks to Tryon's extensive experience supporting such significant undertakings, and the company's ability to leverage a solution like Cycle, the WMS migrations went smoothly and stayed within budget. Most importantly, the company's customers experienced no interruption in product delivery.

Tryon will continue supporting this customer, helping ensure the ongoing upgrades go just as smoothly. To do so, the customer will further utilize Cycle to complete full regression tests prior to these upgrades.