



IKON Office Solutions, Inc.
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Challenge

- Eliminate manual, paper-based processes used with Oracle E-Business Suite to track and manage orders and inventory
- Increase efficiency
- Reduce errors

Solution

- Oracle Warehouse Management System (WMS)
- DSI Oracle WMS implementation and customization services
- Infrastructure labeling
- Data collection hardware, including Motorola (Symbol) MC9090G devices and accessories, and Zebra S4M printers and labels.

Results

- Cut order picking time by 25%
- Decreased receiving time from 8 hours to 3 hours
- Shortened physical inventory time from 2 days to 6 hours
- Reduced labour costs
- Automated serial number tracking
- Enabled license plate number control
- Improved labeling capabilities



IKON Office Solutions, Inc.

DSI applies experience and expertise to provide complete, Oracle Warehouse Management System (WMS) solution

IKON Office Solutions, Inc., a Ricoh company, is a leading provider of innovative document management systems and services, including copiers, multifunction products (MFPs), fax machines, and printers, as well as document management software and systems.

Challenge

IKON was using paper-based processes with Oracle E-Business Suite to track and manage orders and inventory in its distribution centers and configuration centers.

“Paper-based processes required handoffs within the operations and, therefore, we weren’t as accurate or as efficient as we would have liked to be,” said Raj Rege, Senior Manager, Supply Chain Process Improvement, IKON.

Solution

“After we rolled out the Oracle E-Business Suite across all our facilities, we were ready to modernize our supply chain,” Rege said.

IKON turned to Data Systems International® (DSI®), an Oracle Platinum Partner, to provide a complete Oracle Warehouse Management System (WMS) solution. “We wanted a partner with a successful record implementing Oracle WMS. We found that in DSI,” he said.

Single-source Provider

DSI provided IKON a wide range of services, including solution design, implementation, and configuration of WMS to align the system with IKON’s business processes. In addition, DSI provided infrastructure labeling, data collection hardware, and configuration.

“Having access to DSI’s deep WMS expertise and extensive data collection experience was a huge benefit,” Rege said.

Subject Matter Expertise

“The ease of this deployment can be attributed to a good design, which obviously comes with the good subject matter knowledge DSI brought to this project in terms of the Oracle E-Business suite, the Oracle WMS application, and supply chain warehouse processes in general,” Rege said.

“DSI’s subject matter expertise helped us improve our workflows before we automated them, which contributes significantly to our projected three-year return on investment for this project,” he added.

Advanced Scanning For WMS

Supplier part numbers are critical to IKON’s business processes, however the company’s suppliers each use different barcode standards and formats. To resolve this complex data compatibility issue, DSI tailored a solution by utilising Oracle’s facilities for advanced barcode scanning within WMS. The resulting solution applies custom logic to decode multiple barcode formats and symbologies to recognize supplier part number “ABC” as part number “XYZ” in the IKON system. “The advanced scanning module DSI provided was a primary requirement for us. It allows us to receive part ABC, validate it against XYZ in our system, and store it as XYZ,” Rege explained.

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*Raj Rege
Senior Manager, Process Improvement
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“Without this advanced functionality, our options would have been to ask our vendors to change their part numbers, update our system to match the vendor part number, manually key-in the numbers, or re-label the parts when they arrived. None of those options were feasible,” he stated.

Results

IKON now uses WMS in its receiving, put away, picking, packing, and shipping processes in 15 warehouses.

“By implementing WMS on an aggressive schedule, we can realize the benefits sooner. We anticipate a significant ROI on this project in the first three years. We are on target to achieve those results, as well as many intangible benefits that will contribute to our overall ROI,” Rege said.

Results include:

- **Cut order picking time by 25%.** Prior to the Oracle WMS implementation, for approximately 1,000 picks per day, the warehouse needed on average 12 hours to physically pick, pack, ship, and manually update Oracle. Now, they can complete the same work in just 9 hours.
- **Decreased receiving time from 8 hours to 3 hours.** IKON can now complete all the receipts and clear the docks within an average of 3 hours — a task that previously required 8 hours. When receiving is complete, the workers can be assigned tasks in other departments.
- **Shortened physical inventory time from 2 days to 6 hours.** The increased accuracy and efficiency provided by Oracle WMS reduced the time needed for physical inventory from 2 days to just 6 hours.
- **Reduced labour costs.** WMS created efficiencies that enabled IKON to reduce labour costs as well as to reassign workers to other duties as needed.
- **Automated serial number tracking.** IKON uses serial tracking of their items, using WMS to input and track the serial numbers through the product configuration and fulfillment process.
- **Enabled license plate number (LPN) control.** IKON can now take full advantage of LPNs in the picking process.
- **Improved labeling capabilities.** Previously, IKON used manual processes to create and verify accuracy of product labels as received from suppliers. Using WMS labeling rules to automate the process, correct labels are now automatically printed and applied.

“We anticipate a significant ROI on this project in the first three years. We are on target to achieve those results.”

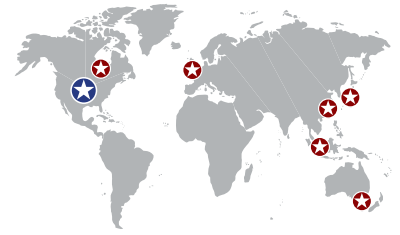
Raj Rege

*Senior Manager, Process Improvement
IKON Office Solutions, Inc*

IKON will continue to realize cost savings as it extends its use of WMS to the cycle count and physical inventory processes, and to standardize processes across its warehouses and supply chain, according to Rege.

Teamwork Yields Success

“IKON, DSI, Oracle, and other consultants worked together very well as one team. We had the right people on the right project at the right time, and that made the project a success,” Rege concluded. and in our ability to deliver accurate inventory reports,” McDonald said.



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