

Migration from Legacy System Unlocks New Potential for Long Time Customer



Background

Struggling to keep up with an outdated warehouse management system (WMS), TA Services, a premier full service third-party logistics (3PL) provider, upgraded one of their East Coast customer's legacy systems to an advanced, modern WMS. The legacy system inherited by the 3PL was outdated and unsupportive of future updates, leading TA Services to step in and modernize the operation.

Armed with a new, advanced WMS and the help of TA Services' logistics experts, the customer saw an improvement to their current supply chain operations through increased visibility, inventory accuracy, and productivity.

Legacy System

The customer's previous system was limited to one singular workstation for all data entry and order processing. With the legacy system, all orders, scheduling, and data inputs had to be manually entered via the PC either before work began or after the work was completed. Data would be entered with data labels printed from this one location, while labels were sent to the warehouse for placement. This led to a potential for error and caused lag time between order processing and the movement of physical product.



Implementation

TA Services worked with the customer to select a new WMS that would work for both their current and future needs. TA brought their world class Engineering and IT Systems teams to the customer's location in order to upgrade the needed IT equipment and connections needed to run the selected new WMS.

With no errors, the existing data then was automatically imported from the old system into the new one. During the changeover process, transactions took place in both systems as a redundancy to ensure a seamless transition for the customer. TA's support teams also provided infancy care both during the changeover and launch of the new WMS.

Results

The new process works remotely through the WMS, which operates in any web browser. Post implementation of the new, modern WMS, the 3PL provider can now receive product live on the warehouse floor as it comes in and the product can be moved or placed with real time data via scan guns. To streamline the process, orders are entered at one point of entry and immediately pulled for shipment.

From forklift utilization to layered process audits and more, every aspect of the customer's supply chain operations have improved as a result of the new system's capabilities. With the help of TA Services and a new WMS, the customer experienced productivity gains, inventory accuracy improvements, better visibility with real time data, and ease of use for operations staff.

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