MOTORCYCLE MANUFACTURER

INNOVATIVE DESIGN IMPROVES PRODUCTIVITY AND ACCURACY

Pick-By-Voice System Interface to SAP WMS Drives Throughput
Severe design issues caused delays in order fulfillment

CLIENT

A global leader in manufacturing of heavyweight cruising motorcycles, parts and apparel.

CHALLENGE

Dematic, a third party pick-by-voice order fulfillment software generated more than 200 pick or divert confirmation messages per minute to be sent to SAP WMS system for processing. The original design could not handle this volume of messages and had the following issues:
- System locks that slowed the processing
- Manual intervention was required to restore the processing
- Highly inefficient process; capable of only one message per Handling Unit (HU)
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SOLUTION

The Netra team studied the challenge and designed a solution using queuing and wave concepts. The design included IBM's MQSeries Server to handle the message queues in both directions. Dematic's voice response data from each pick confirmation was queued and sent through the IBM's MQSeries Server so the order of processing each HU was correctly passed on to SAP WMS. This maintained the integrity of the data for the entire wave.

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RESULTS

- Integrated paperless order fulfillment system
- Real time voice confirmation data fed back to SAP WMS
- Improved order fulfilling efficiency and reduced errors
- A highly available system free of locks
- Multi-threading of waves, yielding nearly double the throughput compared to single threading
- Efficient processing from a single file for each wave

VALUE PROPOSITION

- Innovative integration design between SAP WMS and Dematic
- High level of transparency to all stakeholders throughout the development process
- Technically sound and highly skilled SAP professionals
- High customer satisfaction

"The technical interface design developed by Netra team significantly improved picking productivity and accuracy"

Client Team

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