Client Case Study: SSE

SNAPFULFIL
Warehouse Management Systems



Customer: **SSE**
Industry: **Utilities**
Location: **Thatcham, UK**
Warehouse size: **125,000 sq ft**
Operation: **Item picking for bulk distribution**
No. of users: **24**
Shipment profile: **Pallet distribution**
Length of implementation: **5 months**
Integration requirements: **Oracle EBS**

The challenge

SSE's Oracle host system was paper-based for all warehouse tasks, leading to challenges with operator accountability and the deciphering of handwriting by data entry staff which, in turn, resulted in misplaced stock and poor productivity.

In the course of a year, SSE also used a stack of paper the height of the BT Tower in London.

The benefits

As a direct result of implementing Snapfulfil, SSE experienced immediate and significant efficiency improvements including:

- **Pick lines per hour per full time employee increased from 13 to 19**
- **Order fulfilment improved from less than 90% to more than 98%.**
- **Throughput increased by around 4%**
- **Staffing levels reduced by 15%**
- **Better utilisation of FLT fleet leading to decrease in operating hours**

Snapfulfil has helped SSE to increase efficiency by 46% and improve order fulfilment by over 10%, all with no external consultancy or significant investment.

As a result, ROI was achieved within nine months of go-live and SSE is achieving an annual payback equivalent to five times the running cost of the system.

A key measure of SSE's confidence in the system was the decision not to continue using Snapfulfil's out of hours support service after the first six months.

With a streamlined and stable warehousing operation, SSE continue to use Snapfulfil as a platform for further savings and improvements in the future.

The solution

SSE undertook a four month selection process, involving comprehensive RFI and RFP tender documentation detailing all of its many requirements.

Snapfulfil was one of a small number of vendors which was able to meet all of these requirements.

"When we came to compare those vendors which could meet our requirements, the decision to choose Snapfulfil was an easy one.

"The selection team especially liked the visual impact of Snapfulfil's display screens which were very clean and concise, as well as being simple to understand and easy to use for our warehouse team.

"Snapfulfil's people also compared favourably, as did the likely implementation timescales and costs compared to other vendors."

SSE's Head of Logistics, Graham Woodfield

Are you happy with your warehouse?
Contact Snapfulfil for a free review

Call: **0845 463 7627**
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