



ADP

World's Largest Processor of Shareholder Communications Saves \$150K in the First Quarter

Company Profile—ADP

ADP, the world's largest processor of shareholder communications to corporations, banks, brokerage firms and mutual funds, distributes more than 800 million documents to investors worldwide each year. From its facility in Edgewood, N.Y., ADP serves more than 14,000 publicly traded companies on behalf of more than 800 brokerages and 400 mutual funds. Every day, ADP ships hundreds of pallets of annual reports, proxy statements and other inserts.

Challenge

ADP's success is based on how well it can handle the costly and time-consuming task of creating and distributing critical documents. Until recently, ADP relied on a paper-driven, ISO 9002-certified manual process to track the inflow of prepared pallets through to final shipping. Through careful analysis of its internal procedures, ADP management found that the company spent significant time and money manually tracking orders and locating products received in its shipping area.

In addition, away from the warehouse floor, customer service representatives could neither access real-time information on order status nor perform status queries—because they had no systems designed to serve that purpose.

“THE WAREHOUSE MANAGEMENT SYSTEM REPRESENTS OUR QUEST TO PROVIDE CUSTOMERS WITH PREMIER DOCUMENT PROCESSING AND DISTRIBUTION. WE SELECTED HIGHJUMP WAREHOUSE ADVANTAGE BECAUSE IT GAVE US AN AFFORDABLE, HIGHLY ADAPTABLE SUPPLY CHAIN SOLUTION THAT COULD EASILY BE CONFIGURED TO MEET OUR LOGISTICS NEEDS.”

-Cliff Heney, sr. director of material/logistics communications services

Solution

When ADP discovered that its warehouse management system (WMS) hindered the quality of its performance and drove up its labor costs, the company turned to HighJump Software, of Eden Prairie, Minn., to improve the efficiency of its supply chain. ADP chose to implement the HighJump™ Warehouse Advantage WMS after evaluating systems from 15 vendors nationwide.

According to Cliff Heney, Senior Director of ADP's Material/Logistics Communications Services, ADP selected HighJump Warehouse Advantage to track and monitor the inflow/outflow of product in real time, as well as to determine product location and status.





“HIGHJUMP WAREHOUSE ADVANTAGE IS A VERY USER-FRIENDLY SYSTEM. WE DIDN'T HAVE TO SPEND A LOT OF TIME ON TRAINING. IN FACT, BECAUSE OF ITS ADAPTABILITY AND FLEXIBILITY, WE CAN EASILY MODIFY OUR PROGRAM TO MEET THE CHANGING NEEDS OF OUR BUSINESS.”

-Cliff Heney, sr. director of material/logistics communications services

Heney points to the WebWise module within HighJump Warehouse Advantage as particularly important to ADP's success. “WebWise provides ADP's 100 users, including off-site customer representatives, with full visibility to warehouse information in real time. It uses a familiar browser interface to provide warehouse information to our users,” says Heney. “Our new WMS provides operating information to efficiently perform common warehouse management tasks—receiving, put-away, picking, shipping and cycle counting. It has a user-friendly interface that can easily be adapted to the changing needs of the business on a daily or hourly basis.”

Results

ADP has logged impressive results using HighJump Warehouse Advantage. According to Heney, ADP achieved \$150,000 in labor savings in the first quarter of installation and increased business throughput by 30 percent, without adding costs or personnel. The average number of pallets processed each week rose from 5,477 to 7,882—a 43 percent increase. The company also diminished delivery truck wait time by 60 percent.

When a product is first received at ADP, it is immediately scanned into the WebWise module of HighJump Warehouse Advantage. The WMS directs the product to a specific bin location. ADP scans the product and the bin tag with a hand-held bar code scanner at the bin. Precise picking and put-away rules govern how and when products are pulled and placed—down to specific dates, quantities and routings. The WMS

allows users to request product from the warehouse to be delivered to the production line. Users can also audit inventory locations. The WMS has more than 100 users in the ADP warehouse and its off-site customer service area, and each of those users has full visibility to the status of any order in the warehouse. If a customer calls in to request the status of an order, an ADP representative can quickly check on the exact status from their desktop—saving time and providing the customer with fast, accurate service.

Future Plans

Because phase one of the WMS implementation went so well, ADP expanded to a second facility. The WMS is configured to track projects and products between the two buildings. Heney uses HighJump Warehouse Advantage to track projects at a more detailed level through the facility—such as when a project is transferred from larger machines to smaller processing stations.

For example, when a request comes in to process an annual report, the request is sent to material handlers with instructions to bring the product to the plant floor. The HighJump WMS tracks the product as it moves through the production process.

“We're a service business, and we understand the value of delivering what we promise,” says Heney. “We see HighJump Software as more than just another vendor. They are our partner, and they have a valuable stake in our success.” He concludes, “Our production cycle is the most time-intensive part of our process, and HighJump Warehouse Advantage does an excellent job of allowing us to maximize our capacity. We can actually pull orders in approximately one-half the time it used to take, and our production cycle has also been cut in half. The system definitely makes us a much better supplier for our customers.”

