

THE WORLD'S LEADING RETAILER MANAGES SUPPLIER SHIPMENTS DELIVERY WITH LUMATRAK'S PULSE PROJECT-BASED VISIBILITY SYSTEM

THE SITUATION

The world's largest retail chain is micro-focused on managing the risks of missing a new store grand opening date, stagnated remodels and delayed repairs due to goods not being delivered On-Time and In-Full. Like most companies in their industry, they once operated in a vast upstream supply chain without the benefit of end-to-end delivery visibility to answer even basic questions, such as, "where's my stuff?"

Managing in the dark – basing decisions upon outdated information and estimation – is not acceptable. While operating in the dark is common for many operations in the industry, the daily benefits derived from having real-time delivery visibility creates significant savings in supplies, logistics and productivity. LUMATRAK's PULSE system is the essential mechanism in place to collect, consolidate and share real-time delivery status to ensure On-Time Delivery.



THE PROCESS

Phase I – The first order of business is to painstakingly connect each and every upstream business partner to a cloud-based

Information Hub, which also tied in to the retailer's internal enterprise resource planning (ERP) system. The resulting technology collaboration yields real-time, global data and transaction information that goes well beyond track and trace. PULSE senses potential and actual disruptions and facilitates productive responses by means of automated alerts and real-time reporting.

"Lumatrak literally changed our lives."

- Director, Project Management

Phase II – The business collaboration foundation laid in Phase I allows for advanced execution and performance tracking, supplier management and analytics. PULSE provides the correct tools to execute just-in-time order fulfillment, to educate partners and associates for higher levels of performance and to add personal accountability throughout the supply chain. In other words, LUMATRAK's PULSE provides total transparency.

Phase III – The ultimate benefit of PULSE is not just a better-managed supply chain – it is a better constructed one. PULSE provides higher levels of performance reporting, which drives a deeper understanding of how to contain and control costs, and protect profitability. These insights helped remodel and reshape the Goods-Not-For-Resale (GNFR) supply chain for continuous improvement, enabling the company be more agile in responding to changes in demand.



"I don't know' is no longer acceptable into today's highly connected world."

- Steve Redden, Founder and CEO of LUMATRAK

THE RESULTS

- On-time delivery risks are minimized
- Visibility and transparency throughout the GNFR supply chain
- Reduced waste
- Moved white-collar associates to higher value work
- Increased efficiencies in process and execution
- Reduced project hours
- Effective Just-In-Time delivery
- Early warning for exceptions and disruptions
- Minimized excess inventory
- Supplier accountability and performance scoring
- Advanced business intelligence
- Measurably Improved profitability