

Case study – MCI Logistics Ltd.

MCI Logistics Ltd. provides warehousing, distribution and logistical support services to local and national organisations from its facility near Newport, South Wales. This modern, purpose-built facility can accommodate over 15,000 pallets over two buildings.

As one of the region's largest warehousing providers, MCI prides itself on delivering responsive, tailored solutions that suit each customer's individual needs.

MCI has been using MACS successfully for almost a decade. Having previously used a DOS based system, they migrated to batch download Psion technology before upgrading to our Windows-based MACS warehouse management system.

THE SCENARIO

In addition to food products, the company's facility stores inert goods such as packaging materials, hotel equipment, toys, electronics and household goods. MCI continually monitors stock, picking and order accuracy in order to meet, or exceed, industry norms.

With the pressure of increasing workloads and new clients who demanded greater visibility of stock and real time reporting, MCI called the MACS Software team in to look at ways of further streamlining warehousing operations.

THE SOLUTION

MACS Software proposed an RF solution to automate and improve the accuracy of goods receipt, put-away, replenishment and loading, all in real time.

The key objective at each stage was to increase the robustness of the systems in place. This would reduce the margin for human error, simplify the procedures and allow for easy traceability and access to information.

With the implementation of RF-MACS, MCI reported several immediate, measurable benefits and cost savings. Because the RF software can direct operators instantaneously, urgent tasks could be automatically prioritised and carried out in the correct sequence. Staff can now also monitor the movement of pallets in and out of the warehouse and easily manage the subsequent charging process, streamlining the entire operation.

THE BENEFITS

MCI is now able to operate the majority of intakes and picks in real time through its RF system via a network of hand-held terminals. This provides greater visibility of stock for managers, customer service clerks and customers and reduces stock cross-offs due to more accurate records – resulting in greater customer satisfaction.



RF-MACS provides:

- Real time control and information
- Increased productivity and accuracy
- Real time PI (perpetual inventory)
- Reduced admin time and less paperwork
- Increased picking efficiency
- Increased space utilisation through route-based picking routines
- Reduced write-offs via batch and sell-by-date control
- Improved management and control of returns

"Before we implemented RF-MACS, we had no real time information and, though our systems worked well with batch download, we were at the mercy of our staff remembering to down-date their hand-held equipment at regular intervals.

In such a busy environment, it was imperative that we (and our customers) were able to access real time information and minimise the possibility of human error.

In addition to providing real time stock information over the internet via our internet module (i-MACS), our MACS system will automatically send customers a wide variety of stock information and despatch reports direct to their inbox, ready for when they come into work each day. RF-MACS helps us stay efficient and competitive in an extremely busy market."

Phil Roberts
CEO
MCI Logistics Ltd.

For more information on RF-MACS or any of our other products, please call the Sales team on +44 (0)1455 558 228 or email enquiries@macs-software.co.uk

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