

Customer Case Study

Kichler Lighting had been experiencing significant growth and operational practices were becoming very labor intensive. In addition, they were in the process of redesigning the physical flow of work in the distribution center.

The company worked with Kewill to integrate the Kewill Flagship™ enterprise shipping solution and HighJump™ Warehouse Advantage to help streamline a number of disparate functions into a simpler and integrated workflow and also eliminate manual processes. Kichler also needed to ensure that any new solutions introduced into their existing technology ‘footprint’ had to integrate with their Oracle PeopleSoft ERP system.

KICHLER 
LIGHTING



Company Profile

Founded in 1938 in Cleveland, Ohio, Kichler Lighting is a world leader in decorative lighting designs. Its products include chandeliers, wall sconces, kitchen and bath lighting, decorative ceiling fans and outdoor lanterns, as well as under cabinet lighting, landscape lighting, and floor and table lamps and accessories. Its 3,000 designs are sold under the Kichler®, Kichler Landscape Lighting, Kichler Lighting Systems and Kichler Lamps and Accessories brands.

Kichler Lighting is winner of 4 ARTS Lighting Manufacturer of the Year Award in recognition of excellence. Consumer surveys consistently put Kichler at the top of their list when it comes to quality, reliability and ease of installation. Customers give high marks to Kichler's customer service, product availability and delivery.

Challenge

Kichler's growth was surpassing the business' capacity to meet customer demands in existing facilities and current operational practices were becoming manpower intensive. Kichler began looking for solutions which could increase capacity within existing facilities and lower distribution costs. Additionally, Kichler was experiencing not only an overall growth in sales but also a shift in order characteristics that was driving more shipments via parcel. This increase in parcel shipments was not only pushing total fulfillment capacity to the limit, but rapidly exceeding the company's ability to manually process the parcel shipments.

Cost was also an important factor in the decisions to undertake this implementation. Because their processes were heavily manual, growing sales were leading to increased costs and diminished profitability.

Customers were expecting better service and placing additional requirements on the distribution function. Kichler's challenge was to meet

expected service levels and perform more value added services without continuing to add to the cost of their products.

Strategy

Kichler selected Kewill Flagship and HighJump Warehouse Advantage to help drive needed efficiencies in their distribution center.

Kewill tailored the solution for Kichler, building in the ability to combine individual commercial invoices into a consolidated commercial invoice for clearances purposes. This functionality provides end of day reports for all parcel shipments moving to Canada on Fedex..

Kichler's facility was formerly a heavy manufacturing site, leading to a challenging physical layout for a distribution environment. But the HighJump Warehouse Advantage's flexible architecture enabled Kichler to adapt to the space and create successful distribution operations.

Results

Today, Kichler Lighting has a more streamlined, integrated workflow and improved customer service. Specific customer requirements can now be routinely handled within the distribution systems rather than as exceptions to normal processing.

"Upon implementation of the Kewill Flagship and HighJump Software solutions, we have seen an immediate increase in the speed with which we process packages as well as an increase in our capacity to do so. Costs to process these orders have decreased as well."

*Dan Speck,
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