



“With RedPrairie’s On-Demand WMS, Argent saves \$10,000 to \$15,000 each month in supply chain efficiencies.”

Ray Moya,
COO, Argent Associates

CUSTOMER PROFILE:

Company: Argent Associates

Industry: 3PL (contract logistics)

Headquarters: Edison, New Jersey

URL: www.argentassociates.com

THE CHALLENGE:

- Managing visibility of inventory and information-sharing across the supply chain
- Needed a WMS that was quick to implement and integrated with back-office application
- Flexibility for implementation in different types of customer environments

THE SOLUTION:

RedPrairie's On-Demand Warehouse Management

THE RESULTS:

- Short implementation time and ease in integration
 - Inventory visibility and management across multiple facilities
 - Reduced costs by automating processes
-

Based in Edison, New Jersey, Argent Associates provides global supply chain management solutions and services for the telecommunications and retail industries, government agencies and private enterprises. A third-party logistics (3PL) provider, Argent counts Fortune 100 companies and government agencies among its customers.

The Situation

Argent has grown significantly since their inception in 1998 managing more than \$500 million in assets with more than 350,000 square feet of warehousing, staging and manufacturing facilities in seven states and five countries. The company handles more than 250,000 units and processes over 20,000 orders per month which are shipped globally to Asia, Europe, South America and the Caribbean.

Argent's challenge came from increasing demands from customers for real-time inventory and shipment visibility prompted their search for a warehouse management system. Typical 3PLs lack the flexibility to make changes to their supply-chain technology, requiring changes to be made manually from each individual site, or through expensive software upgrades. Such changes regardless of how minor can take months to complete.

Integration was also important since Argent made the decision to streamline its inventory control and warehouse management processes, which included implementing a warehouse management system (WMS) that would tightly integrate with EDI and its existing accounting system, QuickBooks Enterprise.

Argent had been awarded a new client and expected the 3PL to implement a solution in three weeks. Rapid deployment was not only desirable - it was necessary. Argent's typical timeframe for developing applications in house was three to six months, which in this case meant time was of the essence.

Essential Requirements: Integration and Value

Winning business in today's competitive marketplace requires adaptability and agility. From a practical sense, companies need to demonstrate to potential clients that they have the right product within the time frame needed. Accurate inventory and fulfillment no longer happens after the fact and is now a precursor to winning new business.

"We considered many other products available at the time, but it was a no-brainer to choose RedPrairie," said Ray Moya, Chief Operating Officer and Vice

"The short implementation time was compelling when you compare 30 days for RedPrairie On-Demand WMS versus six months for traditional enterprise software."

Ray Moya,
COO, Argent Associates

President of Technology at Argent Associates.

"The short implementation time was compelling when you compare 30 days for RedPrairie On-Demand WMS versus six months for traditional enterprise software. The low monthly cost and the high level of features absolutely sealed the deal for us."

RedPrairie's easy-to-use, web-based WMS breaks the traditional enterprise WMS software mold of expensive upfront license and consulting fees, long deployment times, and ongoing maintenance costs. More importantly, the company's Software-as-a-Service (SaaS) model provides a modern, secure Internet architecture that promotes connectivity to other systems (e.g., ERP and CRM), and pushing/pulling inventory from the warehouse.

RedPrairie customers have integrated with platforms from QuickBooks to SAP to custom in-house procurement. In terms of affordability, RedPrairie packages start at \$1,200 per month per warehouse, allowing for an unlimited number of users, support, upgrades, training and maintenance.

"Our accounting system is QuickBooks, which our employees and accountants are extremely familiar with", said Moya. "I didn't want to migrate to a warehouse management system that would force us into a new accounting system; that was going to be problematic from a budget and process perspective."

"RedPrairie's even flexible enough that we're getting ready to use it for a customer implementation in a products-assembly environment and inventory management process."

Ray Moya,
COO, Argent Associates

The Benefits of a Web-based WMS

With more than half of the 600,000 warehouses in the U.S. still relying on paper rather than on an automated system, companies are losing thousands of dollars in revenue each month.

"Because of RedPrairie, Argent saves anywhere from \$10,000 to \$15,000 each month in supply chain efficiencies," said Moya.

On average a paper-based system is 90% accurate, but this figure jumps to 99% accuracy with an automated system. Improving shipping accuracy can lower labor costs, reduce time spent re-creating shipping documents due to errors, and present consolidation opportunities saving time and fuel.

"We wanted to eliminate paper," continued Moya. "Seven years ago, we did a study and found that paper transactions cost us \$73 per transaction at that time, but electronic transactions cost 34 cents."

RedPrairie's on-demand approach to creating supply chain solutions geared for organizations of all sizes, ensures that the complexity is hidden from users, lowering ramp-up, training, and day-to-day usage of the system. Additionally, all maintenance, support, upgrades and updates are handled at no extra charge or effort from your IT resources. RedPrairie's solution is flexible enough to model to different implementations.

"So far, we have implemented eight different models for our customers, and that's hard to do in most applications," said Moya. "RedPrairie's even flexible enough that we're getting ready to use it for a customer implementation in a products-assembly environment and inventory management process."

Real-world Experience

RedPrairie invests heavily in customer service programs with its “Customer First” philosophy, which ensures the customer’s voice is heard in the ongoing development of RedPrairie products and services. At the heart of RedPrairie’s success is its ability to effectively support customers in addition to the strength of its WMS product and service offerings. RedPrairie’s team of Customer Experience Managers (CEMs) provides the highest quality support in the industry.

“The more we work with RedPrairie, the more we like it,” said Moya. “The RedPrairie team worked tirelessly to help us configure the system exactly how we needed it, and we couldn’t be happier. In today’s marketplace, you need to be prepared for growth and with RedPrairie in place, we feel poised and ready for anything.”

For more information

1.877.733.7724

info@RedPrairie.com

RedPrairie.com

RedPrairie Corporation has made every effort to ensure the accuracy of the information included in this document. This document is subject to change without notice. The information contained in this document may not reflect the final design in some instances.

Copyright © 2010 RedPrairie Corporation. All rights reserved. This publication contains proprietary information of RedPrairie Corporation. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form by any means, electronic, mechanical, photocopying, recording or otherwise without the prior written permission of RedPrairie Corporation.

RedPrairie and the RedPrairie logo are registered trademarks of RedPrairie Corporation. E²e is a trademark of RedPrairie Corporation. All other trademarks and registered trademarks are the property of their respective holders.

