



IDC

“Since implementing RedPrairie, we have not experienced one incident of material loss and have been on time, if not early, on every project. Our customers and subcontractors couldn’t be happier.”

Charlie Crabbe,
Construction Administrator, IDC Construction

CUSTOMER PROFILE:

Company: IDC Construction

Industry: Hospitality/Hotel Renovation
and Construction

Headquarters: Woodstock, Georgia

URL: www.idcconstruction.com

THE CHALLENGE:

- Eliminating the loss and damage of construction materials, many of which are custom-built items
- Being able to track inventory items from receipt to release
- Maintain customer retention and competitive advantage within a competitive market

THE SOLUTION:

RedPrairie's On-Demand Warehouse Management

THE RESULTS:

- Inventory visibility and tracking - exact location for thousands of items
 - Inventory accountability - no loss since implementation
 - Increased customer satisfaction - on time and early project completion
 - Reduced financial exposure to liability issues
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Devoted exclusively to hotel renovations and construction, IDC Construction, LLC delivers a complete range of services to their clients who include premier leaders in the industry such as InterContinental Hotels, Marriott, Hilton and LXR Resorts. IDC has built an excellent reputation by producing the highest quality projects on time and within budget.

Annually, IDC stores and allocates hundreds of thousands of dollars of their customers' materials. Storing and distributing such an expansive and high-priced inventory is a huge responsibility and as such, can expose them to financial scrutiny, especially if materials are improperly handled (e.g. lost, damaged, or stolen). Unfortunately, these worst-case scenarios could lead to lawsuits, which can damage

brand image and loss of customer and prospect confidence. Improper inventory management is especially alarming when you stop to consider that many of the building materials that IDC is caring for are custom made, meaning that they could be difficult and expensive to replace or reproduce. An example is when custom-made doors are delivered to a building site, but there is no record keeping process to show acceptance by contractors and by whom. For any company, this can be an expensive and time prohibitive exercise when it comes to monitoring and tracking and illustrates the need for improving the materials handling process.

Inventory Traceability at the Foundation

As with any inventory-centric company, it is imperative to have a clear understanding of exactly what materials are on hand, where they are allocated to, and when they should arrive at their final destination. It is particularly important for IDC as they are the temporary warehousing facility for their customers' expensive and in many cases, one-of-a-kind inventory items. If anything happens to these items, IDC is held responsible.

Also important to note is that IDC may have numerous renovation projects for the same owner, meaning that any unused materials from project A could in essence be used for project B and C if properly monitored, saving both time and money for project B and C.

For IDC, inventory traceability is their foundation. It is for this very reason that IDC Construction Administrator, Charlie Crabbe set out to find a warehouse management system that would instill inventory traceability to their very core.

"RedPrairie has allowed us to transfer product liability over to the signee, freeing us from excessive financial vulnerability and exposure to lawsuits."

*Charlie Crabbe,
IDC Construction*

RedPrairie is providing:

- > IDC, the resort owners and subcontractors with real-time inventory visibility
- > The ability to generate an inventory receipt acceptance form that transfers liability to the signee
- > A mechanism to easily replicate projects, saving man-hours, money, and allowing for excess materials to be utilized on future job sites

According to Crabbe, the resort owners love having a “window” into their inventory levels, order process and work procedures. “I’m able to configure each user’s view for their specific role and data access, greatly reducing the amount of paper clutter and confusion,” said Crabbe.

Configurability and Scalability is Key

The ability to configure and deploy RedPrairie to fit IDC’s business needs was easy once they decided how they wanted to map the system to their processes. “Our Customer Experience Manager was extremely helpful and responsive,” said Crabbe. “He helped us set up a test site so that we were comfortable prior to working with our production site.” The ability to configure and label the system elements to match their specialized business processes has made all the difference for IDC.

Crabbe also mentioned that the ease of configuring the role-based user access allowed him to roll out the system in a more organized fashion. User

“Our warehouse manager is tremendously happy with the RedPrairie system and is beyond thankful to have this micro-tracking ability.”

*Charlie Crabbe,
IDC Construction*

adoption has been extremely smooth since Crabbe is able to easily modify each user’s role, adding additional views to their login as their warehouse responsibilities grow. The warehouse workers possessed various levels of computer expertise, so the role-based access has been essential during each user’s training session.

System scalability was also of importance in the WMS selection process. As IDC grows, they needed a system that would be able to grow with them. For only \$500 per month / per warehouse, Crabbe has unlimited user access to the system. This is vitally important as they win new customers and work with a growing number of subcontractors. In the future, they will have the ability to create their own sales orders, expediting the order fulfillment process.

Additionally, Crabbe and team have plans to streamline the front office operations by eliminating data redundancy with immediate data transfer between RedPrairie to their Timberline® Accounting Software and vice versa. “We are looking forward to integrating our front office operations with our inventory operations, which will save us time and reduce data entry errors that could occur without such a mechanism,” said Crabbe.

For more information

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