



Distributor Case Study

SEPTEMBER 2023



HARDEC'S *Since 1956*

HARDEC'S RESULTS AFTER IMPLEMENTING PICKRIGHT

25%-40%

Pickers pick faster with increased productivity, saving the company thousands of dollars in labor costs.

2x

Pick rates nearly doubled with less of the hassle associated with using hand-held picking devices.

1 week

A seamless transition to PickRight took a staff of 15 pickers less than one week to be fully up-and-running.

Hardec's Successful Switch from Hand-held to Hands-free Picking

Hardec's, a well-known convenience store distributor based in Elizabethtown, Kentucky, had been running a homegrown software system since the 1980s. The company decided it needed a more modern, industry-specific ERP system with long-term third-party support. As part of the ERP transition, Hardec's was told that their legacy order picking system would no longer be viable.

To address this, Ross Haynes, Hardec's Vice President and General Manager, sought out recommendations from industry peers. He was consistently impressed with the positive feedback they all gave for PickRight by ProCat. After speaking with the ProCat team about their solution offerings and learning more about the PickRight features, Haynes decided to implement PickRight and integrate it into his operations before fully implementing the new ERP.

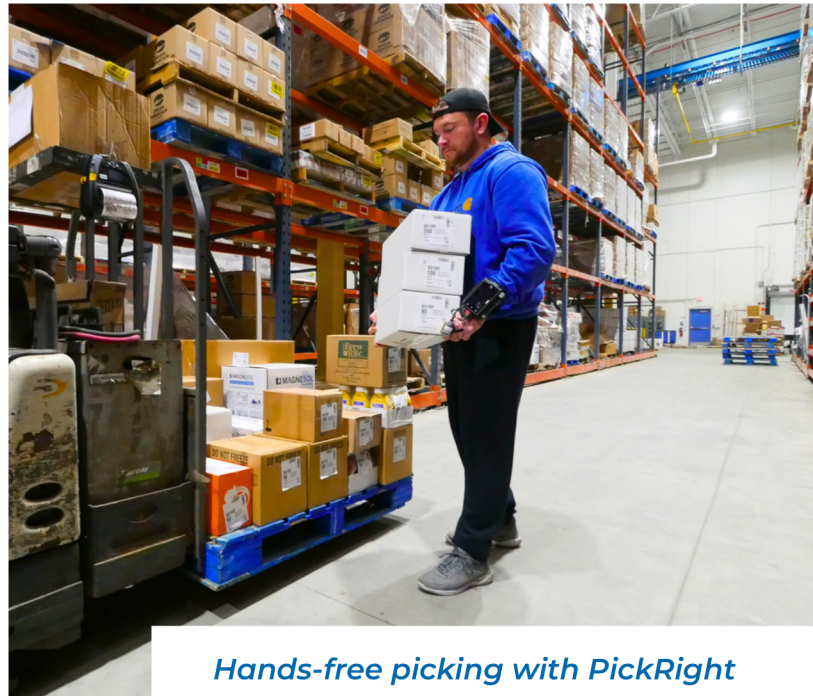
Haynes noted, "We were planning to change to our ERP software, and ProCat's PickRight technology was compatible with the new software. Plus, we knew so many companies in the distribution industry that were already using PickRight, so we had confidence that it would work well for us."

By implementing PickRight before the ERP switch, the transition to the new ERP would be completely unnoticeable to the picking team. The pickers would not need any additional training, because they would continue to use PickRight just as they were doing before the switch to the new ERP. Training resources could be focused on other parts of the building, making the switchover less challenging.

"We run two shifts and employ a total of 15 pickers," said Haynes. With item barcodes already in place due to the RF handheld scanning, the transition over to PickRight was virtually seamless and went very smoothly. In less than a week the PickRight solution was being used by the entire picking team.

When the transition to PickRight was completed, Haynes was pleasantly surprised at the impact PickRight had on employee productivity. The company's old scanning system required pickers to use a handheld device that they carried with them. Each pick required screen touches on the device. The pickers frequently needed to put the device down so they could use both hands for getting new boxes or totes and lifting heavy or bulky items. Because the system was based on scanning item barcodes, the company already had high accuracy with its deliveries. However, management never realized how much the handheld devices were slowing down their pickers. This slowness was costing the company thousands of dollars every week in additional payroll. *Pickers were now picking a full 25% faster with the hands-free PickRight system as compared to the legacy system.*

PickRight includes a reporting suite with 70+ tools to help manage the pick shift. By using PickRight reporting tools, Haynes identified significant blocks of time where no picking activity was taking place. Hardec's saw the potential to literally double the pick rates



Hands-free picking with PickRight

they were achieving with the handheld devices. Hardec's had no idea just how much increased productivity they could get from their picking team by replacing the handheld devices and moving to hands free picking.

Hardec's had been contending with the limited reporting capabilities of its previous picking software program. With PickRight reporting tools, the Hardec's team could easily verify not only how many orders were picked, but also identify specific pickers and how much time they spent actually picking.

"For example, before we would run a report to see how many orders were picked in a week, but with PickRight we could see how many hours an employee spent picking and how many items they picked per hour," Haynes explained.

In addition to more detailed reporting and boost in productivity, PickRight provides enhanced printing capabilities. Real-time label printing eliminates the need for preprinting labels and the associated and cumbersome coordination.

“The old picking software had stationary printers, so pickers were forced to walk back and forth to get labels; this wasted a ton of time,” Haynes said. “With PickRight’s mobile printers, pickers can print labels wherever they’re at when they finish picking. This has substantially increased efficiency.”

Both Hardec’s first and second shift managers have commented that more orders are being picked per shift in far less time. This is a direct result of the transition from hand held devices over to PickRight’s wearable, hands-free device, ring scanner and mobile printer.

With PickRight, no one is losing their equipment.

This has also eliminated the problem of employees constantly misplacing and mishandling hand-held devices.

“Our employees couldn’t remember where they laid the devices down or they would be dropped and break,” Haynes said. “Now, with the PickRight system, and its wrist worn hands free devices, no one is losing their equipment.”

PICKRIGHT IMPLEMENTATION MAKES AN IMPACT AT HARDEC’S

PickRight’s barcode scanning technology has provided Hardec’s with the capability to achieve 100% picking accuracy.

“Pickers can no longer take short cuts, pick up the wrong item or not scan an item,” Haynes explained. Hardec’s anticipates using even more functionality with PickRight once it implements its new ERP system.

“When we switch over to our new ERP software, there will be more information sharing, and the PickRight labels will include route and stop number information,” Haynes said. “We’re expecting even more efficiency.”

When it came to employee training and switching over to PickRight, there was some initial uncertainty as to how older workers would take to a wearable device.

“We thought they’d be averse to it, but once they began using it, they thought it was great,” Haynes said. “And it doesn’t take long to train staff. We use a temporary staffing agency occasionally, and even those workers had no issues with the devices.”

Know everything happening in your warehouse

The ProCat Suite of Solutions comes with 70+ reports to provide a real-time understanding of your distribution center.



PickRight's touchscreen display with on-screen prompting simplifies learning and makes onboarding new employees easy. Users hear a chime tone for every correct pick and a buzzer sound if there's a mispick.

"We pick more on our second shift than the first shift, so this manager utilizes the reporting suite quite a bit to monitor our employees," Haynes says.

Hardec's has been happy to partner with ProCat due to the equipment reliability and company's responsiveness. They plan to add more ProCat modules in the future, as its managers are extensively utilizing the company's reporting suite.

Haynes was very pleased with productivity gains the company received when the transition to PickRight was completed. **We are about 40% more productive so far. We get much more picking done in much less time. Overtime is a thing of the past since we implemented PickRight.** By choosing PickRight, they took a big a step towards improving their order picking system and set the stage for a successful transition to their new ERP.

"PickRight absolutely has done what everyone told me it would do. Everything works all the time. I would absolutely recommend ProCat products for anyone in the distribution business," Haynes said. "The folks at ProCat are professionals and top notch. They have made Hardec's a better company"



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**Ross Haynes, Vice President and GM
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PROCAT
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About ProCat Distribution Technologies

ProCat Distribution Technologies helps small-to-medium size distribution centers implement barcode scanning technology into their operations. ProCat has developed a suite of 14 modular software solutions that improve accuracy and productivity in every part of a warehouse.

PickRight, ProCat's order picking solution, has proven to achieve 99.99% order accuracy and a 90% reduction in customer claims. PickRight is able to interface with any ERP and does not require any changes to your current WMS.