

TVS Supply Chain Solutions North America Focuses on Systems Integration to Achieve Better and Faster Customer Service

The Challenge

TVS Supply Chain Solutions North America (TVS) is a third-party logistics company, focused on delivering the most innovative and optimized solutions to customers. TVS is committed to providing industry-leading solutions that optimize their customers' business performance and build long-term relationships. TVS' North American operations cover almost two million sq. ft. of warehouse space across six states and in Mexico.

While reviewing the long-term performance and sustainability of their current platform, as well as

Users: 200 active users

Square Feet: ~2 Million

JDA WMS & WLM Version:
2018.1.2.3

Timeframe: Six months for first two sites.

Integration to: Microsoft Dynamics, customer systems

considering the needs of current and prospective clients, the TVS team concluded that their current, older WMS had no future roadmap that could keep up with where they wanted to take their business. TVS needed a system that would meet future needs as well as support the business in becoming more agile, providing even stronger security and improved integration capabilities to its clients.

TVS began their search for a new system by first looking internally, canvassing other divisions to understand what

software was being used and how that was working for those regions. Concurrently, TVS was analyzing their existing system and working with operations to define and prioritize features. They worked with business development to understand what prospective clients were looking for and matched that up to future needs. Mobility, security and flexibility were high on the list. The most critical consideration for this new system was integration, both to their clients' systems and any internal TVS system, such as finance or transportation.



What does TVS say about integration?

Insight from the interview with Dan White, Director of IT and Darren Baker, Systems Integration Engineer for TVS:

“Integration is the one thing we talk about more than anything else in our department. One aspect of the JDA systems that we really liked, and that Open Sky Group was able to demonstrate through the POC, was the configurability. With Open Sky Group’s approach, everything sits outside of compiled code, allowing for specific integrations without having to go back to the vendor for a modification. Because if you do that, then all of a sudden, you’ve got a custom product that impedes upgrade because you’ve got some special modification. We don’t want to be in that situation.”

“You’ve got to get the right information in and pass the right information back out to keep customers happy. More and more requests from customers are coming for greater visibility throughout the process, a desire for more updates. Customers want to know:

- ‘Has my truck arrived?’
- ‘Has my truck been unloaded?’
- ‘How long has this product sat in the warehouse?’, etc.

And they want to know in real-time, not after the fact. Each customer has their own system with specific requirements for those systems.”

“For us, the integration piece of things just keeps building and building and we wanted to be sure that we had a platform that could handle it well. And it was key that we find a partner who could help us build it in such a way that we weren’t boxed in because of it.”

The Solution

The TVS team researched Tier 1 software extensively using various tools and found that score carding was key to narrowing down the options. When the choice was down to two software vendors, TVS asked for a Proof of Concept (POC) in order to verify that the software and the implementation partner were capable of meeting the requirements. For the POC, TVS selected one of their most difficult processes which contained a complex integration. Open Sky Group looked at the current state of operations, developed a solution in the JDA WMS and then delivered the solution in both the TVS POC and in the customer's test system.

The main driver for TVS' final selection was finding an agile, knowledgeable partner who had deep experience implementing and integrating their new solutions. TVS chose Open Sky Group, JDA Warehouse Management and JDA Warehouse Labor Management.

Integration is one of the top priorities in TVS site implementations and it has driven the project timeline, which is still on target even though the date was picked the year prior. The project initially covers three sites, with the first site's integration focused on Microsoft Dynamics only and the second and third site implementations having direct integration to both Microsoft Dynamics and customer systems.

The Bump in the Road

Initially, the integration challenge for TVS was to figure out where to draw the line internally, i.e., was something going to be handled in the WMS or in the finance system. Along with a white board session and discussions, TVS established three key factors that helped them arrive at their decision:

- Analyzing their timeline, internal resources and budget
- Keeping the WMS as close to standard as possible to lower risk and smooth the upgrade path – Open Sky Group and TVS are strong supporters of not modifying the WMS
- Using stock integration channels available as part of Open Sky Group's Warehouse in a Week, templated approach to software implementation

JDA WMS, WLM Integration and Implementation

In the end they made needed changes on the ERP/Finance side and reworked that system to match the stock WIAW integration channels that already existed.



"Everything looks great in PowerPoint but at the end of the day, the POC proved that Open Sky Group can really deliver with JDA WMS and integration. They understand the software and have the integration and implementation experience and expertise we were looking for to get a system that works for us, instead of making us work for our system."

---Director of IT, TVS

The Results

TVS is currently on their second site implementation and integration. At this point it is too early to have any detailed results. This case study will be updated over time to include more specific information on results.

About Open Sky Group

Open Sky Group is a global specialist offering services for WMS, Labor and TMS software upgrades and implementations. A gold implementation partner and reseller of JDA Software, Open Sky Group offers a unique, disciplined agility methodology and no modifications approach that enables rapid implementation for a faster return on investment. With over 600 supply chain software projects successfully completed, Open Sky Group strives to be the best supply chain consultant on the planet, applying deep experience and skills to make sure clients get the best possible results.

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