



Accelerated Business Growth with eBizNET - WMS Solution for Alpha Comm Enterprises, Inc

COMPANY:

Alpha Comm Enterprises, Inc.

INDUSTRY:

Consumer Electronics

URL:

www.alphacommonline.com

KEY ISSUES

- Non-integrated IT system
- Lack of supply chain visibility
- Need for flexible warehousing & supply-chain logistics system

SOLUTION DELIVERED:

NetSuite™ & eBizNET™ Warehouse Management System Module

BUSINESS VALUE

- Improved revenue
- High customer satisfaction, loyalty & retention

"[With NetSuite™ and eBizNET™] we can adjust supply-chain or inventory-management priorities based on changes in customer orders, and we can give our customers real-time visibility into the status of their orders – all of these benefits reflect directly back to our differentiation, and to our bottom line success."

Jad Daye, President, Alpha Comm Enterprises, Inc

CUSTOMER

Alpha Comm Enterprises Inc. is a leading manufacturer of innovative cutting edge products for the consumer electronics and wireless industry. Alpha Comm offers a wide range of branded and private label products, services and distribution options to retailers, OEMs and wireless carriers.

BUSINESS CHALLENGE

As an important strategic decision Alpha Comm in 2000 moved to focusing on supplying large customers with complete product lines instead of few basic products for selective customers.

This initiated a need for strong technology infrastructure that would enable Alpha Comm to manufacture, distribute and deliver a high-end diverse product line at competitive prices. However by 2005, the existing system - QuickBooks-based software, was unable to match rapid company growth and modest budget. Other key concerns were:

- Shipment slowdowns and customer dissatisfaction due to non-integrated IT system
- Reduced flexibility in logistics planning due to lack of supply chain visibility causing excess charges for inland freight shipments
- Need for an agile warehousing and supply-chain logistics system that gives customers visibility into company's orders

We can pull orders from either or both warehouses without our customers having to deal with multiple Pos.”

Jad Daye, President, Alpha Comm Enterprises, Inc

eBizNET™ SOLUTION

Alpha Comm initiated implementation of an on-demand warehouse management system (WMS) jointly developed by NetSuite™ and eBizNET™. Based on NetSuite™'s software-as-a-service (SaaS) architecture the solution integrates Alpha Comm's order management, supply-chain, invoicing and distribution systems to allow for maximum flexibility in inventory management and supply-chain logistics.

Incoming online orders automatically trigger the production of inventory pick lists, invoicing, and shipping documentation. For large orders, the solution can break orders into cartons, a lower level of granularity than "boxes." This lets multiple pickers work in parallel, then add their cartons together to make up complete boxes. It also permits "wave management," which lets managers make ad hoc modifications to order queues.

The warehouse management system supports split ticketing, to keep multiple-warehouse orders transparent to Alpha Comm's customers. Real-time standard and custom management reports generated by the system help managers in making last-minute decisions. For example, velocity reports look at product run rates and can predict where orders might outrun inventory thus allowing last-minute adjustments made to container assignments from suppliers.

BENEFITS

- Real-time reporting on order management, supply-chain, and distribution processes increased flexibility for logistics planning and maximized cost effectiveness of shipping
- Improved inventory management efficiency by 20% with removal of redundant labor processes allied to inventory shortages (short picks)
- Delays and back-orders reduced by 90% and average order-to-shipment time reduced to 20 minutes – 70% improvement
- High customer satisfaction, loyalty and retention due to increased customer visibility into supply chain process

BUSINESS VALUE

With the implementation of NetSuite™ and eBizNET™ WMS module, Alpha Comm has been successful in doubling its revenues without adding to IT staff or IT costs

ABOUT eBizNET™ SOLUTIONS

eBizNET Solutions is an affiliate of 7Hills Business Solutions, a leading provider of SaaS Supply Chain Execution Solutions and has its presence in North America and Asia Pacific. With a proven footprint across Retail, 3PL, Automotives, Pharma, Food & Beverages and High Technology, the company offers an array of unique solutions as part of its robust and integrated eBizNET – Supply Chain Suite in a SaaS or On-Demand environment for supply chain communities, supporting all the trading partners in the ecosystem. eBizNET is a cloud partner of NetSuite and SPS Commerce.

To learn more about us please contact: sales_global@ebizscm.com or visit www.ebizscm.com