

CASE STUDY

How Bastian Solutions helped a leading global healthcare company automate fulfillment at a new distribution center

in partnership with

Overview

Bastian Solutions helped a leading global healthcare company design, develop, test, and implement an automated fulfillment solution at a new distribution center. This solution—which is flexible, secure, and scalable—has helped the senior leadership team at this new distribution center achieve their most important business objective of delivering an outstanding, consolidated customer experience.



Focusing on the Customer Experience

As a global healthcare organization, this company invested in a major new distribution center with nearly 500,000 square feet of space and approximately 350 employees to improve its agility in responding to customer needs.

This DC provides medical device products to diverse types of customers, including distributors, hospitals, purchasing groups, surgery centers, and doctors' offices. In many cases, urgent orders are received for products that are needed in surgery the next day, requiring orders to be picked, packed, and shipped directly overnight.



At this company's other distribution centers, different items were ordered in different ways, possibly resulting in multiple orders, multiple shipments, and multiple invoices.

A senior engineering manager at the distribution center said, "The primary business objective [at this distribution center] was the customer experience, providing ease of access to do business with [our company] through consolidated shipments and simplified invoicing."

The site leader at the DC said, "We built the distribution center to have a consistent experience on a day-to-day basis."

Choosing Bastian Solutions

The DC business leader emphasized customer experience as a primary goal, along with operational efficiency through automation. A financial objective was to return savings back to the business for reinvestment.

To help this organization in its pursuit of automation, the company chose to partner with Bastian Solutions. As the engineering manager said, "We chose Bastian because they are an independent integrator; they weren't obligated to push a certain technology or a certain solution. They tirelessly looked through the data and helped us determine what was the best way to serve our customers."

Recommending and Implementing the Most Appropriate Technology

Once immersed in this project, with a deep understanding of the goals and the situation, Bastian recommended AutoStore, due to its density, scalability, flexibility, and security.

Following its recommendation, Bastian worked closely with the engineering and management team at the facility—as well as with other vendors, including a major third-party logistics provider—to bring this solution to life.

"Bastian Solutions installed a number of key technologies inside this facility that are really amazing," said one of the DC team members. AutoStore, in particular, has 70,000 storage bins in the DC, 230 robots, and 30 picking and replenishment workstations. There is sealed air equipment for lidding of trays, Bastian's pick module using pick-to-light technology, automated packaging solutions, and Bastian's own robotic document inserter for insertion of packing lists. And, there is a full suite of Bastian Solutions conveyors as well as two Bastian shoe sorters.



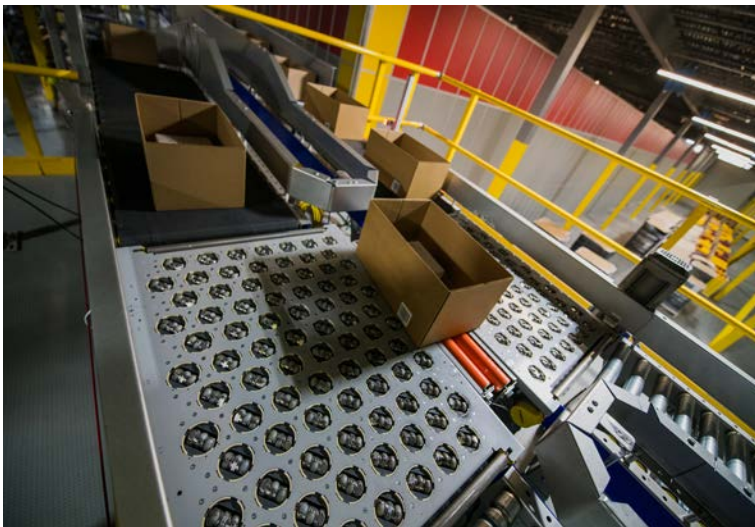
Bastian Solutions also provides a software system called Exacta. Exacta is Bastian Solutions' proprietary warehouse execution system that is responsible for orchestration of all pick, pack, and ship operations through the facility.

How It Works in Practice

“The Bastian system harmonizes all of [the fulfillment] processes into a common way that orders are processed,” said the business lead.

The DC has very complex loads of products that come into the receiving area; those pallets of products are then broken down into storable quantities. To prepare and store that inventory, associates are prompted to put the items into an AutoStore System bin that’s presented to them by Exacta; the associate puts the inventory in, and the bin is then carried away once that transaction is complete. The result is an available product that can be used to fulfill any order that comes in.

When an order comes in, the product is delivered by AutoStore to pick boards. The operator is presented a highlight of which cell to pick from. The operator confirms that pick, puts it in the proper carton, and hits the pick-to-light button, and off it goes to shipping sortation.



Orders are routed via conveyor to the packaging area where invoices are inserted, lids are put onto boxes automatically, shipping labels are applied, and all orders route to a shipping sorter for sortation to the final destination.



Creating Capacity. Delivering Results.

The system implemented by Bastian Solutions is designed to fulfill 13,000 orders and 250,000 units throughout the day. It was also designed to support a high period in the afternoons and evenings when the DC must work quickly and efficiently to fulfill all of the orders that have been received for overnight shipment to support surgeries taking place the next day. "This gives us the horsepower to reliably meet those peak requirements," said the engineering manager. The automated solution implemented by Bastian has enabled the efficient and accurate fulfillment of all orders during peak periods, which represents a real challenge for logistics operations.



Reflections on Partnering with Bastian Solutions

Leaders from the DC offered several thoughts on working closely with Bastian.

- *"I would absolutely recommend the selection of Bastian Solutions, based on the experience that I've seen and the rigor that went into the design, the development, the testing, and the modeling as well."*
- *"I definitely appreciate the support that Bastian is providing and the partnership that we've encountered as we've gone through this journey together."*
- *"Our experience in working with Bastian Solutions is that no matter what the question or time of day, we're able to get in contact with our team members that we need help from on the Bastian side, if there's something we don't quite understand."*
- *"They are a strategic advantage for us. Not only are they strong consultants, they are true partners that worked with us side by side, with the same goals to produce a reliable business solution."*
- *"Their partnership, their ability to stay on budget and to timeline as well, and to really harness insights has been a game changer for us."*



About Bastian Solutions

Bastian Solutions, a Toyota Advanced Logistics company, is a trusted supply chain integration partner committed to providing clients a competitive advantage by designing and delivering world-class distribution and production solutions. The expertise that Bastian Solutions delivers includes exceptional results through a proven process of analytical consulting, engineering and design, simulation, project management, installation services, and post-installation support, while sourcing the best material handling equipment and automation technologies available.

With innovation at the forefront, the company also develops Exacta supply chain software, conveyor and sortation systems, custom automated material-handling equipment, robotics, autonomous vehicles and robotic shuttles, and state-of-the-art industrial controls.

Bastian Solutions focuses on having a strong, unified relationship with all clients, serving domestic and global markets covering the United States, Canada, India, Mexico and South America.

For more information, visit www.bastiansolutions.com