

CASE STUDY



D&H Distributing Improves Warehouse Efficiency, Productivity and Reduces Operating Costs Across Multiple Sites



The Customer

D&H Distributing is a fourth-generation family/employee-owned technology distributor headquartered in Harrisburg, Pennsylvania, founded in 1918 by Dave Schwab and Harry Spector. The company prides itself on a commitment to service and dedication to both customers and vendors. D&H Distributing offers end-to-end solutions for today's reseller and retailer, plus clients in the IT, CE, sporting goods, education and home and outdoors channels. It operates six highly automated distribution centers in North America: four in the United States and two in Canada.

The Challenge

D&H Distributing is a \$3.5 billion company offering 24/7 online ordering with 1-to-2-day ground shipping. As such, it requires continuous improvement to meet demand. However, gathering and organizing workforce performance data was manual and time-consuming, often resulting in inaccurate and delayed reporting.

The company needed a tool to obtain real-time performance data and visibility into all areas of its business. Additionally, it needed standards validation to optimize its workforce and supply chain operations, plus proper analytics to detect and fix issues.

Challenge

- Eliminate manual and time-consuming process to pull performance data
- Validate fairness and accuracy of engineered labor standards
- Reduce overall labor spend while increasing productivity

Solution

- Real-time performance data in one centralized system
- Custom Ad Hoc reportin reports for business needs
- Performance Management training with ProTrack

Results

- Increased overall productivity by 12%
- Reduced labor cost by 9%
- Increased manager/associate coaching and engagement
- Visibility in all areas of the business

The Solution

D&H Distributing needed both a more intuitive solution than basic reporting tools, and a provider focused 100% on labor management. The company worked closely with TZA to implement ProTrack Labor Management Software.

“The demo in that first meeting was all we needed to decide on ProTrack,” said Lisa Paul, D&H Distributing’s Director of Distribution. “We could feel that it just fit.”

ProTrack first launched in D&H’s Pennsylvania warehouse. It rolled out to another facility every six weeks until full implementation in all five warehouses.

The Results

After implementing ProTrack Labor Management Software, D&H Distributing saw significant improvements in workforce productivity, processes and operational costs. Productivity increased 12% across all five distribution centers – meaning the need to replace existing associates decreased by 13%.

Engagement and coaching between managers and associates improved as well. “There’s no excuse for you to not be able to coach. Everything is right there at your fingertips to be able to coach employees on what you’re seeing and be able to help them understand what they might be missing” said Paul.

In addition, the company gained the ability to capture all direct and indirect time throughout all facilities. “We had some areas that we didn’t think we’d be able to capture, but we can now,” Paul said. “It’s interesting to see those parts of our business.”

The Future

Throughout D&H Distributing’s more than 100 years in operation, it has made Forbes’ list of America’s Largest Private Companies eight years in a row, and earned a spot on the list of America’s Top 125 Largest Private Companies. The company has also been awarded the Best Performance Award, Licensing Operational Excellence Award, Best SMB Distributor, Technology Accelerator Company of the Year, and Specialist Distributor of the Year – and it’s not planning on slowing down anytime soon.

“ProTrack is the future of everything we’re going to do in our DC’s. It will grow with us as we grow,” Paul said. “There’s no end to what we can accomplish with TZA as our partner.”



At a Glance



12%

Increase in overall productivity



9%

Reduced labor cost