



# Warehouse Optimization Has A “Profound Effect” On Operations At Resnick Distributors



## Convenience Distributor Reduces Labor Costs 30 Percent With Lucas

Resnick Distributors is a growing distributor of food and beverage, health, beauty and other product categories to 1,500 convenience stores, pharmacies, supermarkets, tobacco shops, gift shops, specialty stores, wholesalers and concessions throughout the Northeast and mid-Atlantic. Resnick uses RF applications for receiving, replenishment and other tasks, driven by a PowerHouse/WMS from QSSI, but order picking was a manual, paper-based process.

Given the wide range of products Resnick distributes, the 100,000 square foot DC in New Brunswick, N.J. has a number of different picking areas with different process types, including case and less-than case picking to carts in coolers and freezers, case pick to conveyor and pallet, and piece and less-than-case picking to totes. This is a complex environment that creates unique challenges in streamlining end-to-end fulfillment operations.

### Warehouse Optimization at Resnick

Eighteen months ago, in an effort to increase efficiency and throughput, the company reconfigured its forward pick areas and evaluated technology options to improve and optimize hands-on picking processes. “We had experimented with RF-based picking in the past, so we knew that wasn’t going to give us the productivity and accuracy boost we wanted,” says Steven Resnick, President. Instead, Resnick and his team evaluated and installed the Lucas solution which includes unique AI-based optimization that is embodied in Jennifer™, the brains, voice and orchestration engine of the solution.

The Lucas solution includes configurable, multi-modal voice-directed mobile applications that support the full range of processes and products in Resnick’s DC. The Lucas mobile applications run on standard industrial devices from Zebra that support the flexible use of voice, scanning and device screens. Resnick also uses the Lucas QC/Audit application that improves efficiency and accuracy by allowing supervisors to prioritize audits.

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- Steven Resnick, President

In addition, the Lucas solution includes a management console that managers use to view and manage work across the various zones in the DC. Managers are able to prioritize and release work to the different areas, manage work assignments, and view picking progress in real time. In addition, managers are provided with immediate exception alerts, which are used to expedite replenishment, fill shorts, and improve fill rates. Finally, the Lucas solution, through Jennifer™, orchestrates hands-on processes and ensures PowerHouse/WMS is updated in real time.



## The Results

“The Lucas solution has had a profound effect on our business, both from the perspective of front-line managers as well as our hourly workers,” says Resnick. “We have greater accountability where we didn’t have accountability before, and managers have real-time data that they need to do their jobs better. Using the the management console, managers can view the status of work and current productivity and make immediate decisions about allocating workers to different areas. There are no delays.”

Selectors also prefer working with Jennifer™, which has helped reduce turnover. Training time for new selectors has also been reduced to less than a day. “It’s much easier,” says Resnick. “Selectors wouldn’t want to go back to paper.”

Since installing the Lucas solution last year, Resnick has seen an 80 percent reduction in overtime and a 30 percent reduction in labor costs. They have also reduced errors 60 percent. “Productivity is improved, we have eliminated errors, and we are filling shorts quicker,” explains Resnick. “This is a fundamental cultural change for our operation.”



## About Lucas Systems, Inc.

Lucas Systems helps companies transform their distribution center operations and continuously adapt to changing market dynamics. We dramatically increase worker productivity, operational agility, and customer satisfaction.

Our solutions are built on 23-plus years of deep process expertise and smart software using AI and voice technologies. Our solutions feature Jennifer™, the brain, voice, and orchestration engine that drives performance improvement gains. Make the smartest moves at the lowest cost with Jennifer™.

For more information, visit [www.lucasware.com](http://www.lucasware.com).