

CTG BRANDS



ABOUT CTG BRANDS

For over 30 years, CTG Brands have been designing, sourcing, manufacturing, importing and distributing quality branded products at competitive pricing.

During a recent review, Vice President of Operations for CTG Robert Baskar provided the following information regarding the project, implementation, product, service and performance of ProVision WMS.

WMS LIVE JANUARY 2019

Project:

How long did the project take from signature to working product?

"The project for the WMS System took about three months to deliver. It would have been sooner, but CTG had to postpone it due to the ERP not being ready."

How would you qualify A&S participation in this project?

"Ahearn and Soper's participation in the project was excellent, systematic and hands-on. They invested all resources possible to make sure everyone was comfortable."

Did you use their support outside of normal working hours?

"The ProVision team spent time on weekends going the extra mile, which was appreciated."

CTG quickly realized how important a knowledgeable team is in rolling out a WMS solution. Areas such as Project Management, Data Reporting, Testing, Validation and Training, as well as warehouse readiness in relation to bin and product barcoding, are critical to a successful roll out.

Implementation:

"Integration with the ERP was not an issue, CTG went from a totally manual to fully automated system, so not only a new way of doing things but also new processes that took time to get used to. Improvements were made in almost all areas of the operations. Some improvements were small and some were very significant."



What were the major difficulties you faced during implementation?

"The most challenging part of the implementation was everyone adapting to the changes in our processes. A new RF user can be fully capable and up to speed with training and testing within 10-20 hours. Tech savvy users picked up the new system quickly.

We allowed extra time for some senior staff who were not as technically inclined. The new system has opened the door for CTG to continue to make changes to policies and practices in order to be more efficient."

Product:

What improvements would you make to the software?

"The software is reliable and the logic is planned out well. It includes many features that are easily implemented. The ProVision workflow concept makes the software very flexible for the needs of CTG. ProVision is also integrated with our Transportation Management System (TMS)."

How long did it take your employees to be proficient with the software?

"Learning the software does not take much time and it is very self-explanatory. An administrator of the system may take a bit more time to be proficient in navigating through all the screens and modules, such as the main screen, setup, configuration and RF setups. The software itself has far greater potential than CTG is even using yet"

Increased efficiency in their Inventory Management. CTG has had immediate reduction in picking errors and inventory accuracies. CTG can now accommodate last minute changes to outbound orders with relative ease. Prior to implementing WMS, last minute order changes would create a long list of problems ineffectiveness.

CTG has reduced the footprint for picking and zone put away. They now have bench-marking data, use less paper, have real-time inventory updates, and full transparency. Warehouse staffing requirement needs quickly reduced by 10% - 15% and it is CTG's expectation that they continue to reduce operational costs as time goes on which is critical to their business.

Support:

How does Ahearn & Soper handle service tickets? (ability to solve problems and time to respond)

"We have an annual support contract to deal with any issues that may come up. The support contract has covered all our needs so we do not face any extra expenses. Ahearn & Soper always handles service requests in a timely fashion. We have even had some hardware issues that Ahearn & Soper was able to resolve. We are confident that they will always provide enough help, creating a worry free experience."

Overall:

CTG is very pleased with their choice. They achieved their expected level of improvements and automation using ProVision WMS. The ProVision product and team have given CTG the tools and confidence to move into new areas of efficiency and productivity at their own pace. CTG looks forward to a long lasting partnership with ProVision WMS and the enhancements it will bring.