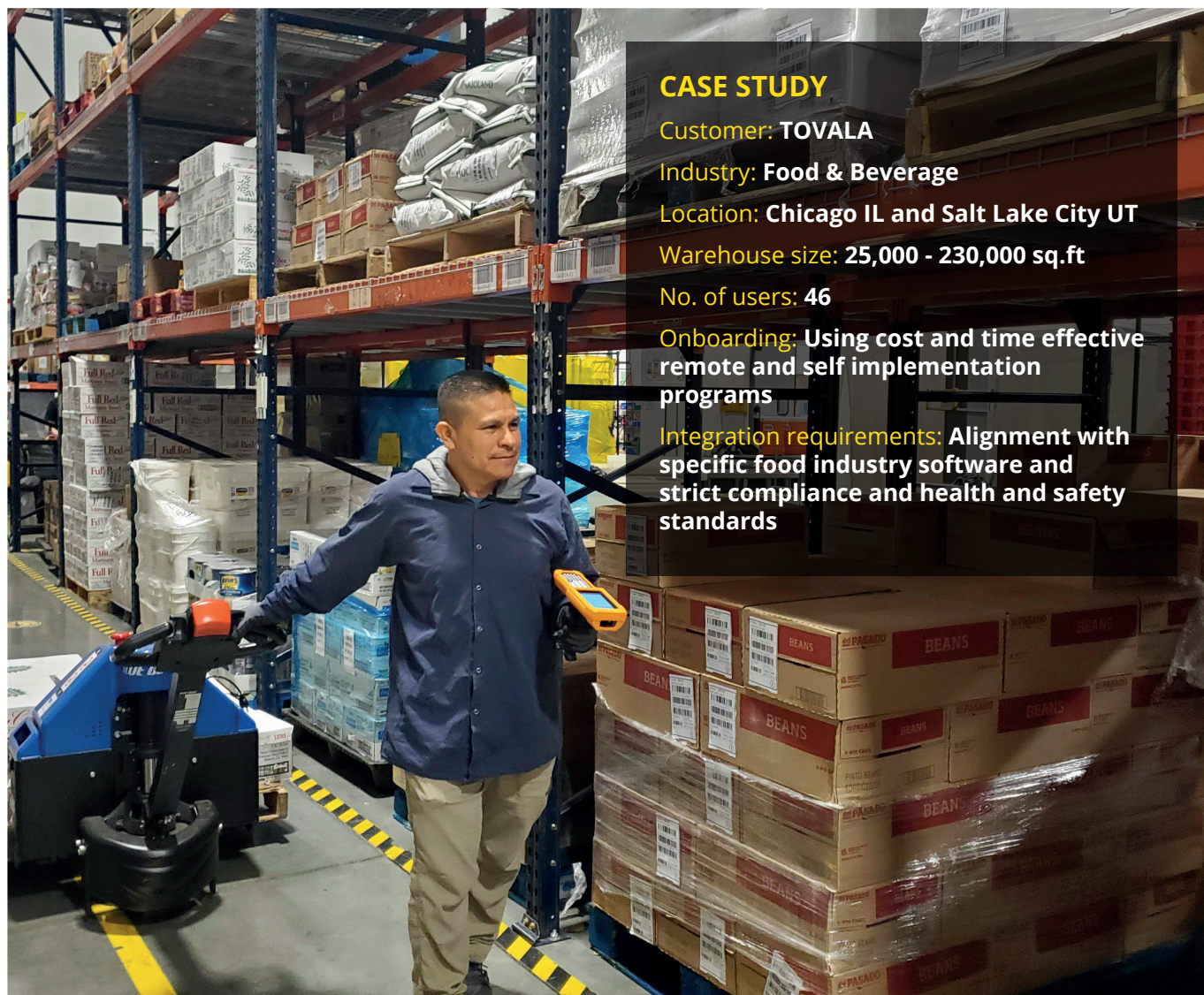




CASE STUDY

Customer: TOVALA

Industry: Food & Beverage

Location: Chicago IL and Salt Lake City UT

Warehouse size: 25,000 - 230,000 sq.ft

No. of users: 46

Onboarding: Using cost and time effective remote and self implementation programs

Integration requirements: Alignment with specific food industry software and strict compliance and health and safety standards

Cooking up smarter inventory management for Tovala

BACKGROUND

Tovala is a first-of-its-kind “connected food” company combining expertly designed hardware, proprietary software, and chef-crafted food to eliminate the work typically involved in getting a home-cooked meal on the table. This trifecta has allowed Tovala to be the first in the meal delivery category to offer an innovative solution that cooks meals in about 20 minutes or less - using the simple scan of a QR code - saving people time without sacrificing quality.

THE CHALLENGE

With business expanding rapidly across the US, Tovala needed a more organized, and consistent way of controlling its inventory. However, the WMS solution also had to integrate with established production facility processes as well as custom software tools, purpose built for food industry production management.

Operationally that meant standard receiving/shipping tasks, but also more bespoke functionality such as lot tracking, product expiry and multiple locations – and especially the capacity to accurately manage specific track and trace requirements.

SOLUTION AND IMPLEMENTATION

Over 50 WMS providers were evaluated and SnapFulfil was identified as the most flexible, cost effective and configurable suite available. The selection process included rigorous API and data testing in various demo environments for a proof of concept, including the design of a dedicated Tovala sandbox. This meant they were almost 'live' before signing the final agreement!

Implementation was handled remotely and the first two DCs in Chicago (Pershing 25,000 sq.ft and Tubeway 50,000 sq.ft) went live simultaneously.

John Comas, Industrial Engineer at Tovala, explained: "Stock receiving followed by a detailed audit worked particularly well, as it allowed our users to get a soft introduction before go-live and effectively counted it twice for optimum accuracy and visibility."

SnapFulfil has since been rolled out – via a unique self implementation program – to a much larger facility in Utah. This was also seamless and required next-to-no assistance after comprehensive rules engine training that took in the business and work flow learnings of Chicago.

Comas said: "What changed from the first two DCs is that we did the stock take on via an FTP upload, which allowed us to do the whole facility in just one day, saving a lot of time and pressure. SnapFulfil is highly configurable and I know that I'll be able to do future site roll outs myself even quicker."

THE BENEFITS & RESULTS

Comas describes them as "swift and immediate" with three in particular favorable to the business.

- 1) Over/Under picking** – Tovala handles work orders, recipes and pick schedules on a weekly basis with up to 5,000 items in a case that aren't all needed at once. Functionality was created to pick, for example, 500 items at a time and always be aware of what's left per case.
- 2) Lot and expiry control** – Minimizing waste and cost reduction were also key. Being able to trace lot and expiry date was crucial, so the soonest sell by dates are prioritized for picking.
- 3) Food industry functionality** – Vendor ID and cost-per-pound values, i.e. store, record and trace numbers and quantities, was a big modification and automated for the large part, because SnapFulfil collates all Tovala's real time data and plugs it into the database.

He added: "Another game changer is the resource time saved, as the RF guns enable our workers to pick efficiently by cycle, term, location and date across temperature controlled zones. We all have full visibility of what has and will be picked."

FUTURE

Tovala's next IT initiative is a more fit-for-purpose ERP system, but with SnapFulfil being 'Built for NetSuite' certified and an advanced supplier, design and integration will be a much simpler process. It will also help the business align purchase order generation, translate work orders into pick orders and customize fulfillment workflows too.

