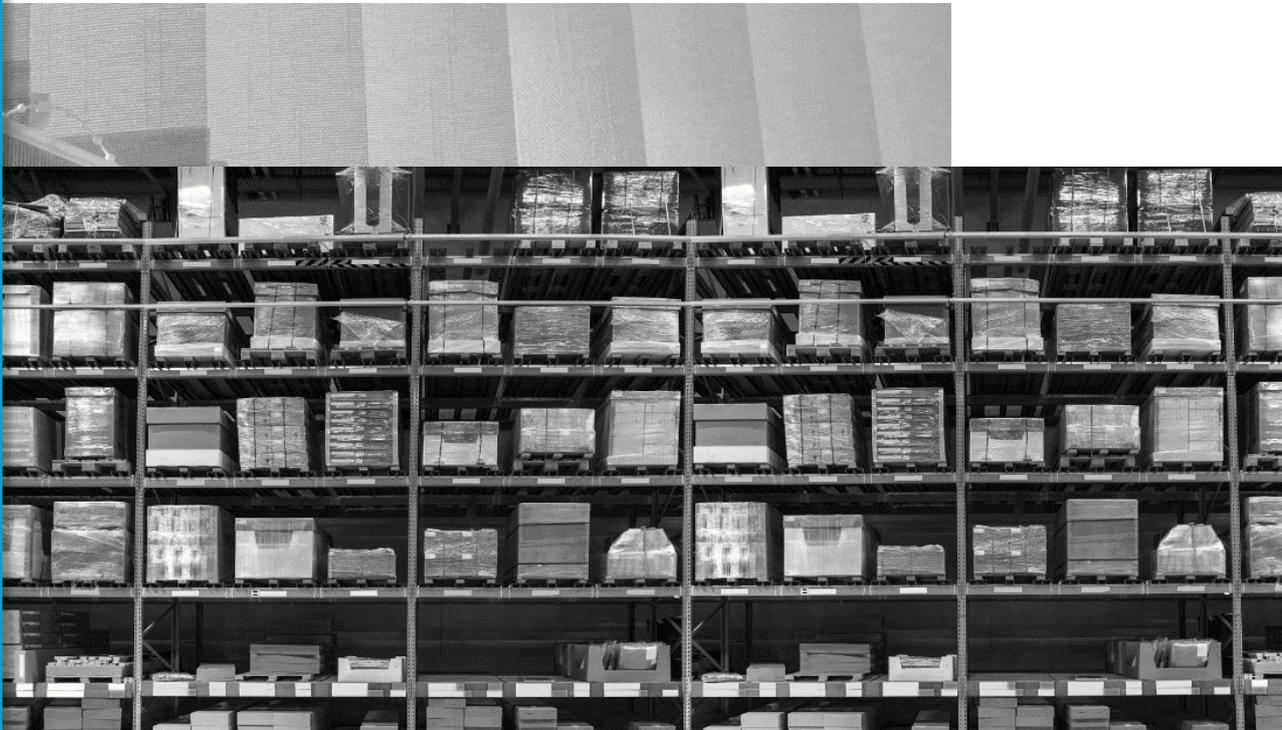# Case Study: Vertilux

GraniteWMS provides a flexible solution to improve warehouse processes

Introduction – About Vertilux

Vertilux is a global manufacturer and distributor of window covering solutions, providing high quality shades, blinds and awnings as well as all fitting and all motorization components.

They have been in business for over 35 years, providing clients with a wide range of both technical and decorative solutions.

Originally started in Miami, Florida, Vertilux currently has warehouses in three warehouse locations across the US, in Miami, Dallas, and Los Angeles. In addition to this they have sales offices in Texas, California, Ohio, Pennsylvania, and New York, as well as exclusive distribution centres in Mexico, Puerto Rico, Dominican Republic, El Salvador, Panama, Colombia and Brazil.

Vertilux is now one of the largest manufacturers and distributors of fabrics, components, and automated solutions for the window covering industry. Their success is based on a long history of excellent service and professional advice, orientated to the customer's needs. Because of this they are continually looking for ways to improve their business workflow and increase customer service and satisfaction, this includes optimizing their warehouse operations.

The Problem – Moving Away from Manual

When Vertilux first started operating, they had a completely manual warehouse management process. This relied heavily on experienced supervisors keeping track of where all the items were placed in a warehouse.

After many years of increasing growth, Vertilux found this system of warehouse management was no longer sustainable. As the company grew it was too difficult for one person to keep track of all the items manually. Over time as the company continued to grow, this led to increasing logistics problems around the control of inventory.

In order to solve these logistics issues they first developed a simple in-house software that would enable inventory dispatch.

While this addressed the most immediate problem, they still had a number of pain points that needed to be resolved. This included the location management, tracking, and receiving of merchandise, as well as improving dispatching processes.

This led them to consider a full end-to-end warehouse management system. While they tried several systems over the years, nothing seemed

to be able to deliver exactly what they needed. Many systems were too rigid or complex to easily fit into their existing workflow.

They needed a straightforward system that could track and manage locations in the warehouse, as well as enable a fast and efficient receiving and dispatch process. They also needed a flexible solution that worked with their existing tools and would enable them to add custom features and implement process improvements when needed.

The Solution – Communication, Customisation and Planning

Vertilux was looking for and end-to-end warehouse management solution that would resolve their issues around stock control and warehouse processes.

GraniteWMS was put forward as a solution that would be comprehensive and flexible enough to meet their criteria. The Granite Warehouse Management System is designed to deliver an efficient warehouse management solution to businesses in need of a standardised barcode-based solution.

GraniteWMS is purpose built, simple to implement, and easy to use. It can be easily integrated into an existing ERP, such as Sage 300, and allows for end-to-end traceability of stock items through labelling, scanning, and process visibility.

Because Vertilux had a unique process logic within their warehouses, they needed a solution that could adjust to their specific needs. Vertilux uses Sage 300 as their main accounting software and also has a custom web application that was developed in house. In order for the solution to work for them GraniteWMS had to integrate into both.

"All the changes that were made exactly to our needs. Craig Collins (CEO of GraniteWMS) was patient with us and offered exceptional advice."
Rogelio Lozano - Warehouse Logistic Manager

GraniteWMS worked closely with Vertilux to integrate into their existing system. With minimal code modification GraniteWMS was able to enhance the functionality of the existing application, enabling better reports and organization of the inventory. GraniteWMS and the Vertilux custom application have now combined different functions and are able to work together as one entity.

Vertilux first implemented it at their Miami warehouse in 2017. The project was initiated with roll out and implementation directly supervised by the GraniteWMS team.

Throughout the implementation GraniteWMS worked with the Vertilux team to make sure the unique aspects of the business were accounted for. During this time GraniteWMS paid careful attention to how the business is set up and provided a flexible solution that could be adjusted to fit its specific needs.

When first setting up GraniteWMS in the main warehouse a series of customizations were required to integrate the system with the existing internal setup. By working closely with Vertilux and listening to their needs, GraniteWMS was able to ensure all potential challenges were identified and adjusted for during implementation, making uptake and adjustment to the new system easier.

"Technical support and implementation was excellent … all issues have been resolved, adapted and implemented without any problem." *Albeniz Palma - IT System Manager*

Since the initial implementation GraniteWMS has continued to work closely with Vertilux in is now currently installed and running in their California, Dallas, Miami, Spain, Mexico, and Dominican Republic locations, with Puerto Rico and Panama planed for the near future.

Outcome – Process Improvement, Flexibility, and Service

> "Compared with other warehouse management systems, GraniteWMS just works better. The way it uses the inventory locations, the speed on the receiving process and the flexibility to add custom features is mind blowing." *Jose Perez - IT Department*

Vertilux has been able to customize and shape GraniteWMS to serve their unique needs. The way GraniteWMS uses inventory locations, the speed of the receiving process, and the flexibility to add custom features enabled major process improvements across the Vertilux warehouses.

It was also a significant change for the warehouse staff because they finally had a true inventory management system. Because of the simplicity of the GraniteWMS interface, Vertilux found that training was straightforward and easy, even when working with non-English speaking workers.

Vertilux has seen significant process improvements across their warehouses since implementing GraniteWMS.

This includes:

- **Fewer inventory differences** – it is now easier to locate merchandise in the warehouse.
- **Faster inbound processes** – there have been significant improvements in the receiving process
- **Faster outbound processes** – they are able to fulfil orders more quickly and can more easily prepare multiple orders simultaneously.
- **Easy reporting** – It is possible to get inventory reports quickly and easily.
- **Better inventory traceability** – as all items are tracked through every process

- **Improved order preparation and shipping** – more accurate picking means fewer mistakes when preparing and shipping out orders.

After implementing and working with GraniteWMS for many years, Vertilux still continues to make changes and optimize the system and GraniteWMS continues to give them dedicated attention to ensure they get what they need.

"Our experience related to support and services is stunning, every time we require a custom feature it is always developed and put in place within the determined deadline." *Jose Perez - IT Department*

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