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PETER MILLAR

AUGMENTED REALITY MEETS THE WAREHOUSE

How distribution centers are rapidly transforming operations with smart glasses

A case study of how LogistiVIEW's Vision Pick & Put Wall enabled luxury retailer Peter Millar to scale up operations to meet its seasonal rush – going live in less than 90 days.

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SEE LOGISTICS DIFFERENTLY

AUGMENTED REALITY MEETS THE WAREHOUSE

How distribution centers are rapidly transforming operations with smart glasses

Contents

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For most warehouses today, it's impossible to predict what business will be like a year from now.

In the e-commerce age, customer expectations have never been higher. Order profiles swell by 4-5x in peak seasons. Existing automation is overstrained. Conveyors are backed up.

And when Black Friday hits? The workload quadruples.

Distribution Centers struggle to adopt "best-in-breed" automation, only to find that the fixed assets they've put in place this year can't keep up with capacity just one season later.

Fixed infrastructure. Bolted to the floor. Unable to adapt to the changing realities of the business. Automation that's stuck.

Yet for some warehouses, there's a different path to automation.

Peter Millar, luxury apparel retailer, took a different approach to automating their omni-channel warehouse. They found a way to streamline orders, take 10% load off of their conveyor, dramatically reduce touchpoints, and adapt whenever the business calls for a change.

How did they do it?

Flexible Automation with LogistiVIEW. Harnessing Augmented Reality smart glasses to reinvent order operations.

Read on to learn how they achieved all of this — in just 90 days — in time for Black Friday.

> **" The primary gain that we're looking for is how do I continue to add capacity and throughput to a growing business without necessarily having to grow my footprint or invest in a really expensive technology? "**

Chris Wiest
Director Supply Chain / Operations, Peter Millar

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In this case study you'll learn...

How Peter Millar achieved a new type of flexible automation by connecting their workers with powerful visual instructions delivered through Augmented Reality (AR).

We'll profile Peter Millar's journey for you to learn how they:

- Applied smart glasses and AR to revamp how their work was performed

- Bridged their workers with technology in a completely new way

- Equipped and empowered workers with data and information

- Slashed training time, jumpstarted productivity, and reduced costly errors

- And accomplished all of this in only 90 days

Along the way we'll break down the real-life questions that Peter Millar grappled with – and provide you with handy checklists, scorecards, and decision guides for narrowing down what the best implementation would look like at your own warehouse.

Read on to learn how they partnered with LogistiVIEW using the Vision Pick & Put Wall & their rapid journey to production deployment, reinventing their supply chain operations with AR.

Let's get started.

DAY 0
- Problem & Use Case Identification
- Implementation Plan for Direct-to-Production Launch
- Workflow Building

DAY 30
- WMS Integration
- Training & User Adoption
- Initial Testing & Metrics

DAY 90
- Cutting Over to Live Data
- Go Live & Ramp Up
- Future Expansion

Omni-channel retailer Peter Millar had a challenge on their hands. A challenge driven by growth.

Since its founding in 2001, Peter Millar's business grew rapidly. A premium American lifestyle brand based in Durham, NC, Peter Millar produces a range of sportswear, dress furnishings, luxury and performance golf attire for men and women. As their popularity grew, they became one of today's fastest growing and most sought-after brands in the lifestyle apparel market.

Their business growth was so fast, in fact, that it exceeded all expectations.

It became clear that this success meant Peter Millar had outgrown their existing warehouse automation.

And while the company enjoyed continued growth, the warehouse team needed to figure out a way to continue supporting order fulfillment — today, tomorrow, and as business changed in the future.

With the peak season looming ahead and order intake expected to spike, it was time to find an immediate solution.

PETER MILLAR
SPRING 2018 LOOKBOOK

> **" During January we generally get about 4-5x more orders through e-commerce than we normally would. And so on a normal day our conveyor can be an issue. Multiplying that by 4-5x is something that can definitely shut us down. We won't be able to move. "**

Mike Duffin
Inventory Control & Analytics Manager, Peter Millar

The need: a new picking and sorting process to reduce strain on the conveyor, increase picking speed and accuracy, and reduce audit/pack out labor.

The Challenge

Over Capacity DC: As an omni-channel fulfillment center, Peter Millar's DC was designed for a peak season e-commerce surge, but no one predicted the incredible growth in sales that Peter Millar achieved in just a few short years. As their reward for success, the DC operations team was saddled with a system that could no longer support peak operations in terms of order proliferation.

Picking Inefficiency at Peak and Redundant Touchpoints: Normal operations focused on large retail orders, with e-commerce orders mixed in that actually improved pick density. But at Peak, the opposite occurred, increasing walk times for single picks that would be better batch-picked and post-sorted. Staff was repeatedly visiting the same bin – sometimes as many as 10x on a single wave – costing time and efficiency.

Conveyor Congestion: Peak also meant a huge spike in the number of separate outbound boxes – overloading the conveyor, and gridlocking the packing and sorting process. The conveyor was not designed to handle such volume, so pick lines shut down and recirculation lanes filled – costing time, resources, and jeopardizing SLA's.

Errors and Increased Cost of Accuracy:
As a rule, a congested conveyer leads to product jumping to adjacent cartons, increased pick touchpoints naturally proliferate pick errors, and recirculation leads to audit/packing inefficiency for retail orders. So for Peter Millar, who mandates the highest accuracy in all outbound orders to minimize retail chargebacks and maximize e-commerce client satisfaction, the result was a spike in peak labor as well as shipping costs needed to ensure 100% pack-out audit and error remediation.

> " We need to utilize this asset of a building, conveyor - good, bad or ugly - as long as we possibly can. It's all about 'How do I get more into this, and more through this and increase the throughput?'. Even though maybe my physical walls don't get to stretch or I don't have more picking space, I've got to just be faster at turning. "
>
> **Chris Wiest**
> **Director Supply Chain / Operations, Peter Millar**

Technology Evaluation

With a fundamental need to avoid backlog on the conveyor, and batch items for more efficient sorting at a different area of the facility, the team evaluated multiple options to find a possible solution.

Off the bat, two of the most costly and time-intensive options were ruled out.

Cost & Time-Intensive Options

The most immediate methods to drastically increase in capacity would be to either build a new warehouse, or outsource to a Third Party Logistics (3PL) provider.

New Warehouse

3PL

Outsource to 3PL

In both cases, **capacity would immediately expand** with double the space or more to ramp up operations. However, construction of a new warehouse would require a **multi-$M capital investment**, and **timeframe** stretching far beyond the upcoming peak season. This wasn't feasible since a solution was needed to solve the problem for peak season of the current year.

Likewise, the 3PL option was ruled out since it would incur **high costs and effort to replicate the inventory** from their existing omni-channel warehouse to an e-commerce-only 3PL operation. Beyond costs, the extra inventory that would be required to support this was not planned for in Peter Millar's original material supply chain.

Technology Options

In contrast, a series of technologies offered a potential way forward. Three options came into focus as viable alternatives to evaluate in depth.

TRADITIONAL PICK-TO-LIGHT / PUT-TO-LIGHT

VOICE GUIDANCE

AR VISION + VOICE

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Peter Millar examined the overall benefits and detailed Pro's and Con's of each option:

Traditional Pick-to-Light / Put-to-Light

A Put-to-Light sorting area would be established with a series of physical lights, buttons, and displays permanently installed on currently available rack. Five or more individual put walls (pods) would be required to handle the volume. New order batching software would need to be developed within the current WMS waving process to split the work between the individual put pods. This would apply to both the pick and pack operations.

PROS

- Quick & easy way to guide workers to the correct bin via lights
- "Batched" orders enabling more efficient flow on pick and put routes
- Bypassing the conveyor, reducing congestion

CONS

- Physical infrastructure – hardwired electrical systems, networking
- Permanent dedicated space – no flexibility to move later on
- Installation costs per put location
- Long installation, commissioning, and training time

VERDICT: PTL concept positive – but lacking flexibility to adapt to future needs

Voice Guidance

A voice-guided system would direct workers where to locate and retrieve items through audible instructions to helping reduce task completion times.

PROS

- Less physical installation costs and time
- Potential to relocate the operation at a later time
- Audible work instructions on what to pack, where to find it
- Opportunity to have one large put wall instead of 5 or more individual pods

CONS

- Workflow too rigid – lacking flexibility to enable worker to progress easily through tasks
- Put density too high – dwell time waiting for voice instructions counterproductive
- Lack of visual guidance less intuitive for workers
- Difficult to train – seasonal employees from wide variety of languages
- Difficult to control accuracy

VERDICT: More flexible, but too slow and error-prone for seasonal work – dismissed as a viable option

AR Vision + Voice

Wearing smart glasses, workers see a virtual put wall visualization through AR, powered by Artificial Intelligence (AI) and Computer Vision. The glasses recognize surrounding barcodes, and provide intuitive visual plus audible instructions guiding the worker to the exact location of each item, where they can confirm with a paired wireless scanner. Unnecessary information is filtered out, and the system can be moved at any time.

PROS

- Cost: license at a quarter of the cost of traditional put wall, half the cost of voice system
- Visual + voice guidance – powerful combination to drive intuitive, immediate action
- No permanent structure – easy and inexpensive to install, change, or move
- Integration with WMS – low-effort integration to existing Softeon WMS
- Scalability to expand usage rapidly with minimal cost – only paying to add people, not storage locations
- Workflow Builder providing flexibility to easily modify processes for business changes
- All-in-one-benefits - combining best features of PTL, Voice, and RF, along with AR visuals and AI to aid decision making

CONS

- Possible new technology hurdles to overcome to gain rapid user acceptance

VERDICT: Delivers full benefits of a put wall, but cheaper, with nothing bolted to the floor – plus unlimited possibilities to expand later

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Decision Time

To come to their final decision, Peter Millar stacked up the final contenders to see how each would meet their needs.

The decision was clear: the Vision Pick & Put Wall solution was the best choice.

PETER MILLAR

	Traditional PTL	Vision Pick & Put Wall
Enable Batch Picking & Sorting Area Off Conveyor	✔	✔
Enable Hands-Free Work	✔	✔
Work Instructions / Guidance	✔	✔
Low Installation Costs / Fast Installation	✗	✔
No Fixed Infrastructure	✗	✔
Movable & Portable	✗	✔
Visual + Voice Guidance	✗	✔
Integrate with WMS & Existing Automation	✔	✔
Pay Only for Workers	✗	✔
Expand to Additional Locations at No Cost	✗	✔
Scale with Configuration	✗	✔
Easily Adapt Workflow when Business Changes	✗	✔

It was clear that vision picking would provide the most immediate return – being the most cost-effective, flexible, and adaptable option that could be implemented fast enough to address peak season around the corner.

With the solution identified, the Peter Millar team was ready to move fast. They wanted to deploy the system directly into production with no pilot or proof of concept. By implementing rapidly, their business had the best possible chance to solve their near-term peak season volume problem, and get underway with a readily-available solution. So with January peak only a few months away, time was of the essence to get started.

> " We saw LogistiVIEW as a disruptor, saying 'What if I could stand up a put wall anywhere in my warehouse, by just putting barcodes on the wall? Or on the floor? What if I had multiple put walls going at any one time? And so we started to look at how could we do this in a dynamic way so that we can meet the needs of our customer today, tomorrow, and in the future. "

Chris Wiest
Director Supply Chain / Operations, Peter Millar

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Solution Explained

Vision Pick & Put Wall with Augmented Reality

Let's take a closer look at the solution Peter Millar selected.

The Vision Pick & Put Wall solution provides both visual and voice-based work instructions through a unique combination of **Augmented Reality, Artificial Intelligence, and Computer Vision**.

Wearing **smart glasses**, workers see **visual instructions** shown through AR, with **barcode scanning** done through the glasses and wearable Bluetooth ring scanners, to collect relevant data and information.

The result is a **virtual put wall** with powerful visuals guiding workers to confidently locate, sort, scan, and fulfill each order accurately and efficiently – every single time.

What's more, the system is **flexible to move at any point** in time – and no permanent, fixed footprint. And Peter Millar's investment was one quarter the cost of a traditional put wall.

A virtual put wall, with powerful visuals guiding workers to confidently locate, retrieve, scan, and fulfill each order accurately and efficiently – every single time.

Nothing bolted to the floor – a put wall that could be moved or expanded at any time.

For Peter Millar, this was not only an opportunity to impact their congestion issues, but also to prepare for whatever came next with their future business. It offered a powerful toolset to enable **Flexible Automation for next season, as well as future unknowns**.

> **"** We were looking at it and saying 'I need a dynamic solution' and that's really what led us to LogistiVIEW – the ability to be dynamic in the execution.
>
> With one set of glasses I can set up as many put walls as I want, wherever I want in my operation, and use the same functional aspects of the glasses to drive my productivity. **"**

Chris Wiest
Director Supply Chain / Operations, Peter Millar

Vision Pick & Put Wall Solution Design for Peter Millar

Technology Package

The solution comprised a technology package to enable flexible and software-defined put walls including.

LogistiVIEW Software

LogistiVIEW Software: LogistiVIEW's cloud-based software platform and device application to power the overall process.

AR Smart Glasses

Vuzix M300 enterprise smart glasses – selected as the best hardware option for this particular use case due to light weight and ease of use across a full shift.

Integration with WMS

Softeon Warehouse Management System – the existing WMS would be integrated, allowing for easy adaptation into the DC's existing set of underlying processes and procedures.

New Process

In the new process, workers would consolidate multiple orders into large totes and then sort product at the LogistiVIEW Vision Pick & Put Wall to fulfill orders. This allowed for as many put walls as needed to be created and changed on the fly, reduced inventory touches, and increased orders and efficiency per picking run.

Virtual Put Wall

Workers would wheel a full cart over to one of the put walls, and sort items on the wall into individual boxes for each order in one large batch. The smart guidance, along with ring scanner, would enable them to quickly and efficiently sort everything needed for each order, ready to ship out.

How It Works

Vision Pick & Put Wall with Augmented Reality

AR & Smart Glasses

Wearing a pair of industrial-grade AR smart glasses, the worker sees a virtual pick-to-light system accurately overlaid on real-world pick locations or put wall slots. This AR-based way of receiving instructions enables "heads up and hands-free" work.

Computer Vision Barcode Scanning

Using computer vision, the smart glasses constantly scan for barcodes to capture identifying information. The system then associates the collected information to workflow requirements along with information from the WMS to guide the worker to the correct locations while picking and putting.

Visual & Voice Instructions

Workers receive guidance of where to go and what to do through intuitive, easy-to-understand visual representations in their line of sight. For instance, a series of overlays guide the worker to identify the correct shelf or bin. A correct location is indicated by a green box, and an incorrect location with a red box — instructions that are as simple to read as a traffic light. If an error is made, the system flags the mistake and prompts the worker to correct it. Simultaneous voice instructions alongside the visuals bring the best of both options to aid the worker.
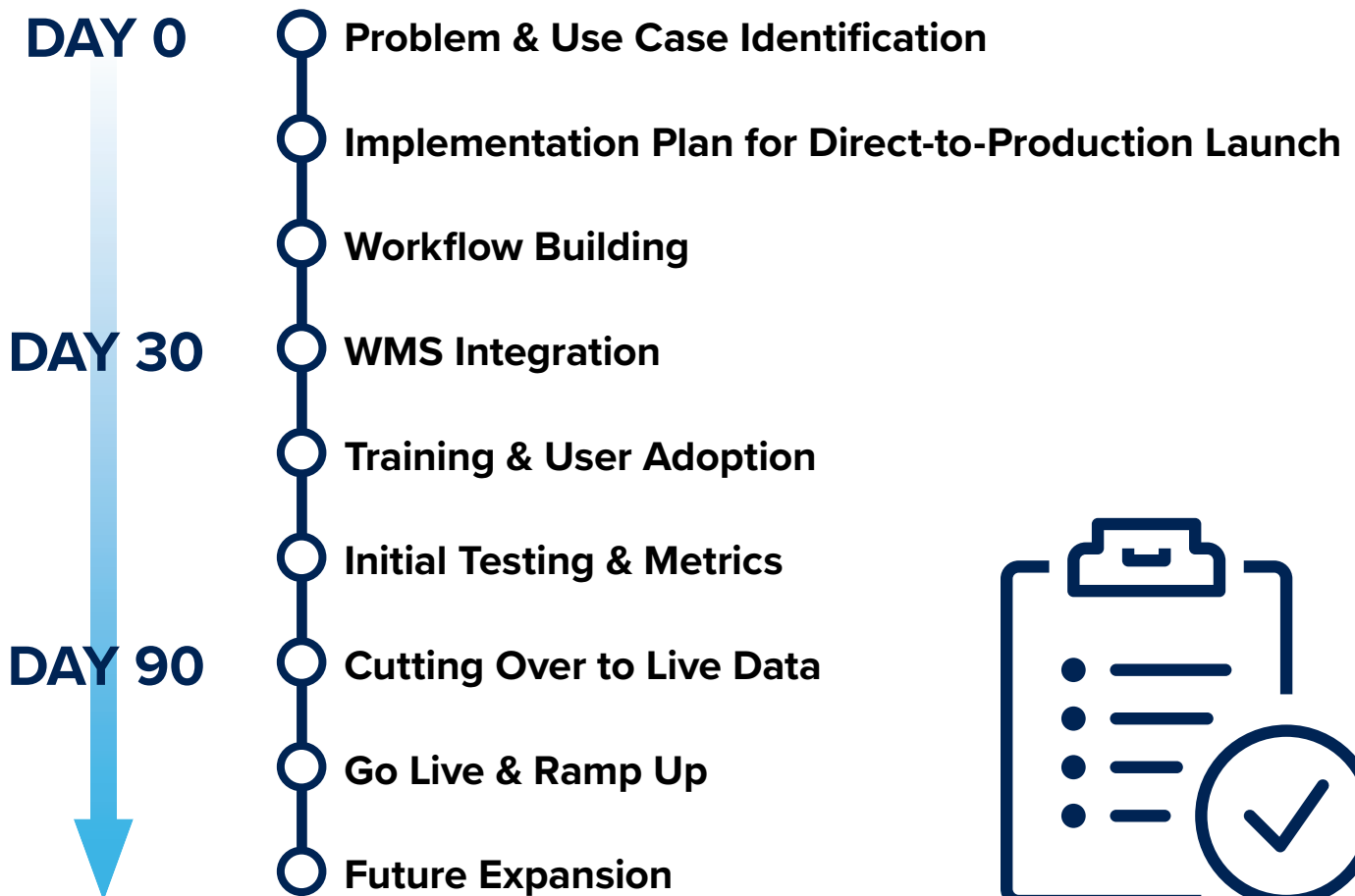
AI Smart Filtering

Artificial Intelligence is used to help workers make the most informed decisions. Software interprets the data collected through Computer Vision and IoT sensors such as Bluetooth scanners, concurrently processing and correlating with business data to guide workers to complete tasks in the most efficient way possible. Unnecessary information is filtered out to avoid information overload, delivering only what the worker needs to know to aid the task at hand in that moment.

Implementation Through Go-Live

With the solution in-hand and new process outlined, it was time to move into implementation.

The clock was ticking fast with holiday season just weeks away, so it was critical for Peter Millar to have a rollout that could take place quickly and easily to keep on schedule.

With LogistiVIEW, they had a solution purpose-built for the realities of the warehouse – **based on a deep understanding of how distribution operations and enterprise Information Technology really work**. Leveraging all of these features, Peter Millar moved rapidly through each step of implementation to prepare to launch in time for what was on track to be the most demanding season they'd ever seen in the company's history.

DAY 0 — Problem & Use Case Identification

Implementation Plan for Direct-to-Production Launch

Workflow Building

DAY 30 — WMS Integration

Training & User Adoption

Initial Testing & Metrics

DAY 90 — Cutting Over to Live Data

Go Live & Ramp Up

Future Expansion

Workflow Building

The next step was to build workflows to model the operational process the Vision Pick & Put Wall.

Workflow Building Tool: Process Workbench
LogistiVIEW's Process Workbench is a flexible workflow creation tool that customers use to define their operational process, and connect it to the information from other business systems such as the WMS. It provides an easy-to-use, powerful toolset to optimize, improve, and perfect processes as needed, as well as expand out to other use cases across the warehouse. Plus, IT teams can easily learn how to configure workflows by modifying LogistiVIEW's standard product workflows, as well as by using the design documentation.

How It Works:
Workflow building starts with the process flowchart, where each step is set as a "node" in the chart leading into one or more subsequent steps based on the action that took place prior. Once complete, the workflow looks very similar to common flowcharting software used to build Standard Operating Procedures.

To build a workflow simply:
- Define the desired process steps and sequence
- Note which systems of record feed task information to LogistiVIEW – WMS, etc. – with real-time inventory updates
- Choose which prompts, triggers, and instructions the worker receives at each step
- Once the process flowchart is defined, define the technical configuration for each stage by deciding how to provide the work instructions (ie via text, voice, and AR), what data needs to be collected, and how that data will be shared with other systems such as the WMS

Peter Millar's Workflows:
Four workflows were created for Peter Millar.

The two main workflows guided the distinct operating processes for the put wall:

1. Sort
Guiding what to be placed into the wall.

2. Pack
Guiding what to be retrieved out of the wall and moved into a shipping box.

#### 3. Expert-Mode Sort & Audit
A workflow designed for higher-skilled workers allowing for faster sortation with lower validation, and a full-audit version of the Pack workflow that required each item to be scanned grocery-style to validate Sort accuracy.

4. Additional Workflow Guidance
Since LogistiVIEW was responsible for keeping track of order sortation progress and put wall carton assignments, key considerations of the process design were defined in the Process Workbench to guide the specifics of these procedures.

TIMELINE: LESS THAN 2 WEEKS
The entire process took less than two weeks to complete. In practice, the standard Sort and Pack processes are the most commonly used workflows, but the Expert Sort and Pack Audit illustrates how Peter Millar can easily adapt or change their standard workflows at any time in the future.
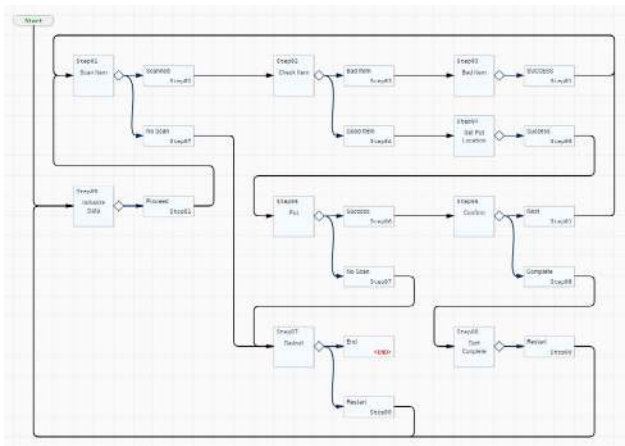
WMS Integration

A key step in the implementation process is to integrate existing information systems, such as a WMS, with LogistiVIEW.

Here, the integration combined Peter Millar's Softeon WMS software to bring order data to LogistiVIEW tasking in real time.

Integration can often be a costly part of an implementation, but with LogistiVIEW it doesn't have to be. LogistiVIEW's integration engine provides support for easily accepting data in any format and delivering it to the worker exactly when they need it

ORDER DATA FROM WMS

TASKING IN LOGISTIVIEW

The Partners:
The process involved collaboration between Softeon, who was engaged in this step of the process, along with LogistiVIEW, and Peter Millar.

While this was Softeon's first LogistiVIEW integration, LogistiVIEW's support for a webservice-based approach was an easy fit into their webservice-enabled platform. LogistiVIEW worked with both teams to understand Softeon's data messages that could provide LogistiVIEW's system with information about order contents, and carton pack completion. LogistiVIEW then worked with Peter Millar's IT staff to connect LogistiVIEW's cloud with their internal servers. The simplicity of LogistiVIEW's integration methodology made the total integration process pain-free.

Steps involved:
- Selected transport method (web services)
- Defined message data
- Defined the message timing
- Setup the WMS and LogistiVIEW to follow the integration design (jointly by LogistiVIEW and Softeon)
- Tested the system

TIMELINE: READY IN 1 WEEK
All told, the integration step of the implementation took about one week of work for LogistiVIEW's team. Testing was also rapid with the support of Peter Millar and Softeon, allowing the integration process to progress rapidly to production readiness before a full business week had gone by.

Testing & User Acclimation

System Testing

The testing that was required followed a standard process no different than implementing any new system. Namely, it was process validation to assess if the system performed each step as anticipated. This was straightforward, and the system passed with flying colors. The focus then turned to ensuring successful user adoption.

New Technology Acceptance & Adoption

The team agreed that since the implementation involved technologies such as AR and smart glasses that would be new and unfamiliar to the team, it was key to engage the wider company in the process from the beginning to get off to a running start.

Why do this? Whenever introducing brand new technologies, potential hurdles to adoption such as user acceptance, change management, and overall process of fitting into an existing operation can be potential points of friction. By actively engaging all stakeholders up front, the team gave these concerns the chance to be aired, mitigated, and replaced with trust and comfort in what was coming. While this step may not be necessary when dealing with familiar or legacy technology, it is key to consider when dealing with such new technology such as smart glasses and AR to avoid issues further down the implementation path.

The implementation team focused on engaging three key groups:

	Frontline Workers	Operations	Management
Role	Workers that would wear the smart glasses day to day to perform their work	Responsible for adapting system into existing warehouse infrastructure and procedures	Leadership team overseeing all warehouse operations
Goal of Engaging Team	Ensure voice of the end user was represented and heard in the implementation design	Ensure solution's integration with existing system and procedures fully understood and considered by system experts	Ensure investment and long-term strategy holistically approved by the executive team, success metrics understood
Process for Engaging Them	• Introduction to the product • Review of end to end process, wearing smart glasses, experiencing what the visual instructions looked like, testing out the software, simulating the full picking and putting process • Solicit feedback, ask questions, provide input into the workflow design	• Shown how product worked, how interface with WMS • Hands-on with task management dashboard - understanding how to monitor and track progress of orders, handle exceptions, etc	• Review plans to gain understanding, approval & confidence in the investment they were making, how help company meet objectives • Review of operational process & long-term ROI

Training, Go Live, Ramp Up

Training

While the team had experienced the technology earlier in the process, now it was time to **train in the specific procedures they would be following day to day**.

Really, this process could not have been any easier. It took just minutes for each staff member to understand the instructions and master the workflow.

Training with LogistiVIEW is straightforward by design due to the:

Simple Interface: LogistiVIEW's visual instructions provide inherently simple and easy-to-follow text and picture-based guidance, which is then combined with voice to enable workers to instantly understand what to do.

Universally-Recognizable Instructions: Instructions are made simple and easy to understand with symbols and cues that are universally recognized. With a range of available multimodal instruction options in LogistiVIEW such as color coding, symbols, and cues, and voice, the worker's reaction is instantaneous knowing where to go and what to do immediately.

Complex Made Simple: the simple visual instructions eliminate any ambiguity. Uncertainty and doubt in a worker's mind that used to add seconds of extra time to complete each task are replaced with increased confidence in each decision, which speeds their work.

Language Agnostic: the fact that the instructions rely on universally-recognizable visuals is particularly beneficial for workers of diverse language backgrounds. For instance, the red and green concept is widely understood across many cultures, meaning that both training and onboarding current and future staff can be almost instantaneous.

> " The workflow for the most part tells them exactly what they need to do. So the training time is very low because it's telling them, scan the tote, scan the products, go to this location. It's giving them all the direction. So once they're comfortable with how to get the glasses on, and how to interact with the glasses, they're up and running very quickly. "

Chris Wiest
Director Supply Chain / Operations, Peter Millar

READY SET GO

GO LIVE & RAMP UP:
After training was completed, the process to go live was very straightforward. In fact, all that was really required was to turn it on and begin.

Peter Millar "hit go" and orders began flowing through the system, with workers wearing smart glasses and following the instructions to more efficiently sort, pack, and prepare items to go out the door.

The benefits were visible right away as the team ramped up, and they continued as peak season hit with full force.

Results / ROI

Fastforward just 90 days and Peter Millar was already seeing big results. The ROI of LogistiVIEW was clear with:

10% ⇩
reduced load on conveyor

INCREASED
throughput in peak season

REDUCED
inventory touches & travel time for pickers

FASTER
turn on customer orders from August to January

WEEKS → MINUTES
minutes of employee training time, not weeks

IMPACT FOR THE JANUARY PEAK
The results were concrete, and the timing significant. Thanks to the rapid pace of their deployment, Peter Millar saw the benefits of the Vision Pick & Put Wall right away. They put these tools to use immediately to achieve quantifiable results for the holiday peak to positively impact their capacity at a time of such critical growth in their business.

> " **We were able to ship 10% of our work load through the LogistiVIEW put wall, alleviating 10% percent off of our conveyor system is huge. I think we can do more, but even 10% was lifesaving and helped us attain our goals.** "
>
> **Mike Duffin**
> **Inventory Control & Analytics Manager, Peter Millar**

> " **We were able to turn our [peak] customer orders August to January significantly faster because of the technologies that we could use.** "
>
> **Chris Wiest**
> **Director Supply Chain / Operations, Peter Millar**

> " **It's taken a lot of boxes off of our line. It's reducing the amount of time pickers are walking around our building, and it's getting the product out the door faster.** "
>
> **Taylor Friesen**
> **Logistics Specialist, Peter Millar**

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Future Expansion

With results like these in hand in under three months, the team saw huge potential for expanding LogistiVIEW to impact more operations with even greater savings.

Peter Millar can apply LogistiVIEW all across the DC for applications including:

Receiving, Inspection, Putaway and Restocking

Packing, Sorting, Palletizing & Loading

Order Processing, Picking & Putting

> **" I could use this in picking, I could use this in receiving, I could use this on my dock, I could use it in a lot of different ways. And so the ability of LV to create a dynamic workflow and use the same set of glasses but use it a lot of different ways, and with that innovative ability to see the work and prompt our users faster to the things that we want to — as well as the hands-free nature of it — opened up a lot of opportunities for us. "**
>
> **Chris Wiest**
> **Director Supply Chain / Operations, Peter Millar**

> **" We're looking to potentially add a put wall to every single floor. That way we can do floor-specific put wall based on our slotting in our DC. We're also, we just bought a new building. We're looking to have least one put wall over at the new building so we can do a large specialty retailers? "**
>
> **Mike Duffin**
> **Inventory Control & Analytics Manager, Peter Millar**

Flexible Automation

On a broader level, Peter Millar gained something far more powerful than a solution for just picking or putting. With LogistiVIEW, what they really unlocked was an unprecedented degree of flexibility for the future. Unlike traditional fixed warehouse automation — with equipment bolted to the ground, immobile and inflexible to changing business needs — LogistiVIEW offered a form of Flexible Automation that could adapt to change. Peter Millar gained a toolset for managing their automation — unbolting it from the floor, with the ability to scale, move, and adjust around their business needs as they continued to grow as a company. Business probably wouldn't look the same in a year's time, and with LogistiVIEW, Peter Millar's DC had the flexibility to meet those unknowns head on, staying agile and ready to respond to what lay ahead.

Path to Production Guide

From start to finish, Peter Millar's journey took place over a remarkable 90 day timeframe.
Here's a summary of the key milestones along the way.

DAY 0 — Problem & Use Case Identification

Implementation Plan for Direct-to-Production Launch

Workflow Building

DAY 30 — WMS Integration

Training & User Adoption

DAY 60 — Initial Testing & Metrics

Cutting Over to Live Data

DAY 90 — Go Live & Ramp Up

Future Expansion

What if your...

Peak season orders were filled 20% faster than before?

Temp workers reached target productivity on their first day?

Team could add a put wall anywhere, seeing ROI within 90 days?

DC had a 10x growth in orders tomorrow, and the flexibility to handle it immediately?

These results are real. And they're happening at warehouses today with the help of LogistiVIEW.

They can be your results too, sooner than you think.

GET STARTED TODAY!

Ready to bring LogistiVIEW to your warehouse & unbolt your automation?

If you don't know where to start – but know you're not interested in consulting studies and drawn out innovation pilots – we can help. Contact us today.

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