



Solutions Group

*Mobility Made Smarter*

## Phenix Label/DCT Solutions Case Study

# Phenix Label Nearly Doubles Per-Month Productivity—Thanks to DCT Solutions!

Customer: Phenix Label    Headquarters: Olathe, Kansas



## Project Background

Based in Olathe, Kansas, Phenix Label is a successful, well-established company with over a 100-year history in label printing and packaging design.

With more than 1,500 different label SKUs, however, the challenge for the company centered on inventory management and order fulfillment.

Previously, workers would manually look up individual item numbers from printed orders, find the location, and pick products off warehouse shelves. This process was not only time-consuming, but also prone to human error since many product rolls appear very similar.

After receiving a significant customer order, Phenix was searching for ways to improve its overall speed and efficiency in order processing. So they called on DCT to develop a solution with real staying power, plus tangible benefits like improved productivity and accuracy. According to Warehouse Manager Dan Keeney, “DCT instantly saw what was needed, implemented the plan, and got it done.”



## The DCT Solution

Utilizing its Scout software, DCT implemented a customized inventory management system for faster, smarter, more efficient order fulfillment.

Phenix Label's new system instantly scans assigned product bar codes for each order, then automatically organizes and prioritizes items. So workers pick and fill orders in the most efficient order, expediting processing and enhancing productivity in the warehouse.

In fact, the company **boosted its per-month order volume by 80%**! That's nearly double the productivity—without the need for extra manpower or worker hours.

In addition, the system gives Phenix more precise, real-time tracking of warehouse goods with detailed inventory location, quantities and other pertinent data. All of which works to increase accuracy in picking, as well as on the shelf. Currently, the company boasts a much-improved and remarkable **99.8% accuracy rate**.

"DCT's system is easy to use and easy to train on," adds Dan Keeney. "Once your warehouse workers have the Standard Operating Procedure (SOP) down, the potential is for 100% accuracy in processing—which we've hit in many months."

## Bottom-Line Benefits

After just one year with DCT's new inventory management system in place, Phenix reports rave reviews and real benefits that impact its bottom line:

- **Higher Productivity... 80% Increase in Processing Volume**
- **Improved Inventory Accuracy to 99%**
- **Enhanced Inventory Efficiency**
- **Expedited Order Fulfillment and Better Customer Service**

The company is now expanding its inventory management system, in fact, to bring the same benefits and efficiencies to raw goods. Sums up Charles Casteel, Chief Operations Officer at Phenix Label, "In my view, other vendors are more interested in selling than finding the right solution for your needs. But DCT came in, listened, asked questions, and worked with us to define and develop a solution. If DCT says they can do it, I have 100% confidence they'll get the job done."



## About DCT Solutions

Whatever the challenge, chances are we can develop and deliver a smarter solution for your business. Since 1996, DCT Solutions Group has provided inventory management software, mobile computers and wireless networks for major corporations and companies across the globe. Call us today, or visit our website to learn more about DCT!