

build
more sales
connect
directly with your customers
span
new markets



Case Study: Doyle's Auto Parts



CANADA
8400 Jane Street
Suite 203, Concord, ON
Canada L4K 4L8
T 905.738.1999 / 888.527.5555
F 905.738.9919

www.jmosystems.com

Doyle's Auto Parts is Houston's largest Federated associated auto parts distributor. After establishing a successful repair business, Buddy Doyle opened his first auto parts store in 1960. Today, Doyle's operates a main warehouse and nine stores across Greater Houston.

Situation

Busy meeting the needs of its customers, Doyle's warehouse felt the pressures of receiving and shipping its inventory with the lowest cost and highest accuracy possible. Any facility that manually processes multiple line item orders knows that serial numbers can start to look the same by the end of the day. Doyle's needed a way to prevent processing errors, thereby avoiding customer service issues and their associated costs.

Solution

With the installation of Indago™, the need for manual sorting of shipments was eliminated. Inventory of numerous multiple-line orders was now fast and easy, and manual reconciliation of quantities and cost information was no longer necessary. Indago's advanced workflow capabilities allowed for the receiving of multiple purchase orders and immediate interim stock allocation. Its host of functions, open architecture, and ability to integrate with Doyle's existing system made Indago™ the efficient business solution.

Results

Doyle's hit an overall shipping accuracy of 97%, a testament to Indago's functions of real-time receiving and picking, and the immediate validation of scanned inventory as it moves in and out of the warehouse. The Indago™ system allowed several "hands" to receive different orders simultaneously, and the ability to allocate partial purchase orders resulted in speedier movement of goods to and from the shelves. The result was speedy and accurate turnover and, consequently, increased customer satisfaction. What's more, the intuitive nature of Indago™ and its ease of use meant minimal training was required. With happy customers and increased profits, JMO gave Doyle's Auto Parts an edge in a highly competitive marketplace.

"After implementing the
**Indago Warehouse
Management System**
from JMO, we experienced a
**15% increase in
shipping accuracy.**

Since the install of Indago, Doyle's has added another store. Despite the increase in volume we have not had to hire additional warehouse staff due to the increased productivity of our existing staff."

John Hernandez, Operations Manager
Doyle's Auto Parts