



Rolling Out the Carpet: Making Barcoding Automation the Fabric of the Warehouse

Who is Jaipur Living?

Located in Acworth, GA, Jaipur Living has become an innovator in the design world, co-creating hand-knotted and hand-tufted rugs with designers and artisans. They apply the same ethos to their power-loomed rugs and textile furnishings including pillows, poufs and throws, making them one of the fastest-growing home furnishings companies in the U.S.

Looking to better serve its worldwide customer base consisting of retailers, interior designers, home décor enthusiasts, and the public, as well as to accommodate steady growth, Jaipur launched a two-phase expansion, combining the operations of two facilities into one of approximately 150,000 square feet. Upon completion of phase two, the facility will increase in size to over 350,000 square feet, housing both office and warehouse space.

Situation

Archana Chaudhary, COO of Jaipur Living, led the charge on the expansion plan. Warehouse operations were challenging for the team, particularly since all processes were performed manually (pen and clipboard). With a master plan to move everyone from two separate facilities into one large facility, this project meant a complete change from their existing processes.



Order Management

The order management and fulfillment process (including picking, packing and shipping transactions), were recorded manually using paper and pen. At the end of each day, the shipping department was responsible for keying in the order data, including shipping charges. This method proved difficult from both a productivity and accuracy standpoint because of the amount of time and attention to detail it required to get everything entered correctly.

As the business grew, and the pace picked up, more errors appeared, which drove up the cost of each transaction. “We finally decided it was time to take the business to the next level from a warehouse automation standpoint,” said Chaudhary. “We were introduced to Microsoft Dynamics NAV and decided to move forward with automated technology to improve the efficiency of our warehouse operations,” she added.



Solution

Once they brought Microsoft NAV to the business, and incorporated bar code scanning into the process, they became completely paperless. Data was now accessible in real time, as opposed to having to wait a day to gather the previous days’ data.

"We needed an end-to-end ERP system with newer technology that would automate existing processes," said Chaudhary. "Our NAV partner recommended Barcom for their technical expertise and experience in mobile device deployment, and Lanham Associates for their shipping, receiving and warehouse management software. Both offer solutions specifically for the types of applications we needed to perform, so we felt they would make a great team for us," Chaudhary added.

JAIPUR LIVING WAREHOUSE MANAGEMENT SOLUTION:

- Lanham E-Ship & E-Receive
- Lanham Outbound Warehouse Request
- Lanham ACE Warehouse
- Honeywell CK3X Handheld Computers
- Honeywell Granit 1911i Industrial Bar Code Scanners



Results

Accuracy and time savings are the two biggest benefits Jaipur Living has realized with this new solution. "At first it was difficult, because our warehouse team didn't have experience using scanning technology or supply chain software," remarked Chaudhary. "But now they love it. They've learned a new skill and appreciate how much time it saves them overall."

From an ROI standpoint:

- Fully automating their shipping and receiving processes increased worker productivity by several percentage points vs. manually managing orders.
- Accuracy increased dramatically since they could remove most of the manual data entry that was needed; each order goes through two checkpoints to verify accuracy, so it virtually eliminated the occurrence of errors.
- The receiving process improved dramatically. Previously, it took about two days to receive goods and get the data entered into the system. With Lanham's E-Receive everything is in the system by the end of each day, enabling Jaipur to receive and ship same day if needed.

"We had our choice of partners," said Chaudhary. "But the level of professionalism and expertise from both Barcom and Lanham sold us on this partnership immediately. All my interactions with them were really, really good from the very beginning," she added.

In addition to configuration and deployment of the barcode scanning devices, Barcom assisted Jaipur with their Wi-Fi access point locations to ensure they had good coverage in all areas of the warehouse. "Barcom has been a great partner who provides outstanding support," said Chaudhary. "We look forward to continuing a long relationship."

For more information on Jaipur Living, please visit jaipurliving.com.



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