



The Foland Group Case Study

Solution:

Savant WMS

Key Benefits:

- Significant gains in efficiency, accuracy, productivity, monitoring and data visibility.
- Decreased errors and improved tracking resulting in the ability to ship more orders on time with greater accuracy.
- Helped take positive long-standing relationships with their customers and vendors to new levels of satisfaction.
- Provide the increased speed and customizability their customers are demanding.

Company Profile

The Foland Group, based in Ontario, California, develops merchandise for over 70 Theme Parks, Fairs, and Entertainment Centers, as well as 61 souvenir & specialty shops at various World Fairs. The Foland Group is comprised of 4 distinct divisions. Dennis Foland, Inc. specializes in developing souvenirs and custom logo merchandise for the entertainment and amusement industries which include household names like Chuck E. Cheese's, Dave & Buster's, Knott's Berry Farm, San Diego Zoo, World's Fairs, and many more. Charm Company is America's leading supplier of battery-operated and wind-up motion toys, offering the widest variety and highest quality in this entertaining merchandise category. Novelty Specialties creates high-quality candy-based novelties for every season. And finally, Sureshot Redemption brings a new standard of service to the redemption merchandise industry. Sureshot distributes a top-notch selection of prize merchandise for redemption counters at entertainment centers, theme parks, carnivals, school fairs and arcades. Foland's four divisions ship product out of their 250,000 sq. ft. warehouse. Foland has approximately 5.5K unique SKUs. They ship over 2,100 cartons per day and log over 2.2M warehouse transactions each year.

Business Situation

Prior to implementing the Savant solution, The Foland Group handled warehouse management manually through paper and spreadsheets. With the rapid growth they were experiencing, their manual systems had become strained. They decided it was time to deploy a new system before their business grew so big that the upgrade process would become painstaking. So, The Foland Group embarked on a very thorough selection process, working with the supply chain solutions division of UPS Consulting Services to help them select a new WMS. They began the process evaluating over 300 different vendors and narrowed the search to ten, which participated in onsite interviews and demonstrations. They also conducted an in-depth solution feature and background exploration for each company.

Solution

With the increased functionality provided by the integration between Microsoft Dynamics GP modules—Sales Order Processing with Advanced Invoicing and Purchase Order Processing—and Savant's WMS, The Foland Group is already realizing gains in efficiency, accuracy, productivity, monitoring, and data visibility. The ability to view all orders, invoices, back orders, and returns in one location has increased their employee productivity, reducing the time spent counting inventory and increasing inventory traceability. "As a result, employees are now able to process 56 percent more boxes in high volume summer months with 23 percent fewer labor hours," comments Darren Foland, VP of Operations. SQL Server routines feed data directly into Foland's web site and customer web portal. The information is also passed to customer service providing real time order status tracking from order generation through UPS shipment tracking. "I have considerable knowledge of Dynamics GP, so not only am I impressed with the Savant WMS interface into Dynamics but I also have the ability to manage and adapt it to our growing business. Another key decision factor was Savant's quick understanding of our business operations and their willingness to take an active role in our ongoing success," states Foland.