

Increase warehouse productivity
and reduce costs

Sterling Warehouse Management System

Executive Summary

Warehouse operations today must be flexible to accommodate changes driven by market requirements, customer mandates or supply chain disruptions. Through the use of new technology, companies now have the ability to respond quickly and easily to change, while managing inventory and productivity across a network of locations. As a result, companies are reducing inventory levels and achieving increased productivity in their supply chain.

In this Solution Overview, you will learn:

- How you can improve every aspect of your warehouse operations
- How you can centrally manage resources across a network of locations
- How Sterling WMS helps handle change across your entire enterprise

Benefits of this solution:

- Lower cost of warehouse operations through increased productivity
- Higher customer satisfaction through improved perfect order fulfillment rates
- Lower inventory through increased visibility across the extended enterprise
- Greater flexibility to adapt quickly to changing requirements for increased profitability

What is Sterling Warehouse Management System?

Sterling Warehouse Management System (Sterling WMS) is a complete solution for managing your warehouse operations. It can manage a single warehouse or provide a central point of control that spans multiple facilities of varying types. With its service-oriented architecture (SOA) and strong integration capabilities, Sterling WMS easily integrates with your existing infrastructure and material handling equipment, as well as supports new technologies like radio frequency identification (RFID). Sterling WMS brings operational discipline to complex warehouse operations by providing a planning layer, a real-time execution layer, and an operational monitoring tool to ensure optimal utilization of resources.

Improve productivity

Sterling WMS efficiently executes available work and tasks for improved productivity. The application automatically assigns the best possible match for a task to a user based on

permission or skill to do the work, the type of equipment, proximity, and priority.

Using a unique learning capability, Sterling WMS can derive standard allowable minutes (SAM) from historical task activity to track associates performance. These standards determine precise specifics for each task based on its actual work characteristics, including vehicle speed and distance, using varying coordinates and weight. Engineering standards can also be imported or manually entered into the system.

Within Sterling WMS, the Resource Planner module helps companies manage demand through dynamic labor deployment, verifying in real time whether demand can be fulfilled with available capacity and, when capacity falls short, helping assign resources to cover the shortfall. The resulting graphical views and "what if" scenarios help organizations manage demand variability, leading to on time fulfillment and optimal resource utilization.

“Sterling Commerce enables Broder to deliver...100% of the time while also driving down inventory levels and operational expenses at each warehouse. We selected Sterling Commerce because its solution delivers industry best practices right off the shelf and because they stand behind their product the same way we stand behind ours.”

Joseph Loader
Director of Operations,
Broder Bros

Getting the most from your warehouse’s capacity is critical for efficient execution. Sterling WMS manages space utilization through efficient inventory management capabilities that include:

- Optimal storage locations based on an item’s velocity
- Advanced slotting capabilities for minimal travel times
- Directed put-away
- Cross-docking capabilities
- Dynamic slotting for wave planning
- Outbound picking strategies to clear locations
- Wave planning for discrete order picking

Centralized control, local execution

With the Sterling Warehouse Management System, you can centrally manage inventory, labor, and processes across a network of facilities regardless of size, location, or process mix. Sterling Commerce deploys best-in-class functionality to operate both locally and at the network level, as well as across all types of inventory-stocking situations, from the largest facilities down to the smallest stocking sites. With the capability to scale to high transaction volumes for all activities, Sterling WMS has the power to support the largest configuration of warehouses, regardless of location. Sterling WMS is designed to

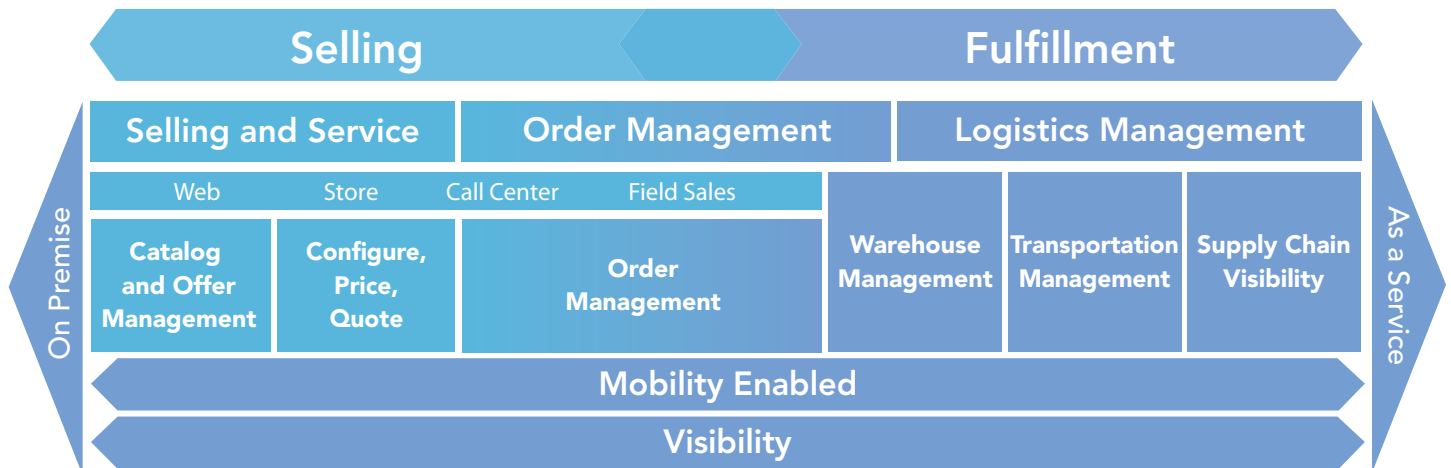
support network-wide deployments that require multiple language support and different units of measure, configurable down to the user level.

You can rely on Sterling WMS to help you react to market changes quickly and efficiently, implement process changes, ensure compliance across your entire network and provide more consistent service to your customers. It is designed to facilitate multi-enterprise/multi-division environments to support your business strategy and all channels to market. A comprehensive set of tools that enables you to quickly onboard new enterprises, locations, business units or clients, as well as roll out new processes to remote locations lowers the cost of deployment.

Sterling Warehouse Management System gives your company a single comprehensive view of all inventory by aggregating inventory from all locations and providing a view of what is available internally as well as at partner locations. It also shows what is being supplied, and the level of current demand. This extensive visibility enables companies to implement a leaner inventory model to help drive costs out of their supply chain.

Sterling Selling and Fulfillment Suite

Sterling WMS is part of the Sterling Selling and Fulfillment Suite



Sterling Warehouse Management System

Capability	Description
Productivity Manager	Tracks productivity of labor using engineering standards or performance data derived from task execution history.
Sterling Resource Planner	Monitors warehouse workload based on actual and forecast demand, enabling dynamic redeployment of resources to resolve any imbalances.
Sterling Product Management	Delivers improved inventory accuracy by tracking user-defined product attributes such as lot number, serial number, and configurable units of measure.
Inbound Management	Provides comprehensive visibility to inbound shipments, scheduling, pre-receiving, receiving, and put away of receipts.
Sterling Inventory Management	Enables tracking of inventory at a location, in a case or on a pallet, based on item attributes including lot number and serial number.
Sterling WMS Slotting	Provides a goals and constraints-based approach to testing and optimizing slotting strategies.
Pick-to-Voice	Improves operational productivity by providing warehouses the ability to perform order pick tasks using hands-free execution.
Outbound Scheduling and Management	Coordinates the order-release process and shipment routing to streamline outbound order processing through the grouping of shipments and wave planning.
Sterling Activity Reporting	Ensures accurate billing history for all tasks executed, enabling companies to understand the true cost to serve multiple products, clients, or divisions.

Stay responsive with a process-centric application

Sterling WMS process-centric advantages include:

- Rapid response to customer demands through easy configurability
- Reduced IT costs through reusability of configured components
- Higher productivity and customer service through integrated monitoring, event, and task management
- Seamless application integration through an advanced integration layer

The process-modeling capability of Sterling WMS functions as a central management headquarters for the introduction and rollout of new processes and technologies across your entire organization. With its robust planning, execution and measurement tools, you can ensure that your resources

are utilized in a way that minimizes operational costs while maximizing customer satisfaction.

Additionally, Sterling WMS provides a comprehensive solution for warehouse management that includes:

- Inbound capabilities that provide visibility and scheduling for inbound shipments, from pre-receiving to inventory storage
- Outbound scheduling and management coordinates advanced outbound operations, including shipment grouping and wave planning
- Reverse logistics capabilities brings rules-based processing for returns, exchanges and repairs
- Value-added services supports kitting, light assembly and customer specific workflows such as labeling, build-to-customer and build-to-order fulfillment

Gain supplier compliance, greater visibility

With Sterling WMS you can deploy functionality to suppliers on an as-needed basis to enforce ASN standards, RFID mandates, label formatting, data standards, quality, and packaging compliance.

As for visibility, Sterling WMS provides a dashboard view of real-time warehouse activity. It places order and inventory information in the hands of operators regardless of time or location. This includes participants outside the four walls of the distribution center, such as carriers, customers, and suppliers. In addition, embedded decision-support tools combine information on warehouse operations with real-time updates of activity across the supply chain, improving your ability to make continuous improvements and ensure that customer orders are accurately fulfilled.

Realize the benefits of Sterling WMS now

Sterling Warehouse Management System is part of the Sterling Selling and Fulfillment Suite, a suite of applications that gives you complete visibility and control over your sales, fulfillment and logistics processes. Sterling Selling and Fulfillment Suite manages all steps of the order life cycle—from inquiry to cash—as a single, unified process across the extended enterprise.

Choose your deployment option

Sterling Commerce collaborative applications are available in a variety of deployment and operational models to meet your business needs, and can be delivered on premise or as a service. 'As a service' offers the additional option of consuming the solution in a hosted, managed service or 'software as a service' subscription model. With Sterling Commerce solutions, you have more choice and the best opportunity for optimization of your investment, with assured delivery of the right mix of scalability, reliability, availability and security to support your business objectives.

About Sterling Commerce

Sterling Commerce, an AT&T Inc. (NYSE:T) company, helps companies optimize and transform their Business Collaboration Network quickly, easily and securely so they can accelerate revenues, reduce costs and protect their enterprise. Sterling Commerce provides more than 30,000 customers worldwide with applications and integration solutions to connect, communicate and collaborate with their customers, partners and suppliers. Learn more at www.sterlingcommerce.com.

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