Master Lock Cracks the Code with the Logistyx TME Parcel Shipping System Integrated with JDA Warehouse Management

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The **Master Lock** Company

Founded in 1921, The Master Lock Company (Master Lock) is a global manufacturer of padlocks and related security products. Seventy percent of Master Lock's shipments are parcel, and the company had a strong desire to improve its parcel shipping capabilities, fueled by two important business drivers. First, one of their major carriers was soon undergoing an upgrade to its e-ship web services, and second, Master Lock would be upgrading their JDA Warehouse Management solution in the future and needed something that would carry over for the upgrade.

THE CHALLENGE

Master Lock began the search for a new parcel solution, approaching long-time partner Open Sky Group for help understanding their parcel options within their timeframe. While looking at various parcel shipping software packages with Master Lock, Open Sky Group proposed retrofitting JDA's Parcel Handling Integrator (JDA PHI) to work with Master Lock's version of JDA Warehouse Management. JDA PHI was developed for JDA Warehouse Management versions 2017.2 and newer, so the retrofit was essential for Master Lock to continue shipping normally—regardless of the parcel shipping software they chose.

Users: 80 active users

JDA Warehouse Management: 2009.2

Carriers: FedEx, UPS, Purolator

Timeframe: Four months

Volume: Master Lock ships just under a million parcel cartons a year and about 400,000 parcel shipments.

THE SOLUTION

Master Lock chose Logistyx Technologies' Transportation Management Execution (TME) multi-carrier parcel shipping solution and worked with Open Sky Group to retrofit the JDA PHI to their JDA Warehouse Management. The decision was based on several key factors including Open Sky Group's WMS expertise and long-term relationship with Master Lock, the transportation execution technology and multi-carrier parcel shipping software of Logistyx, and the companies' successful partnership with JDA.

Using Logistyx TME with JDA PHI would allow Master Lock to ship to Canada without using a separate system and prepare them for their future WMS upgrade.

The team of Master Lock, Logistyx, JDA, and Open Sky Group worked together closely to ensure the retrofit would work. Early unit and volume testing were thoroughly executed to address the kinks and bugs normally expected during the development, testing phases, and environment of a project like this. All parties supported whatever was necessary to get the job done, which helped reduce roadblocks and streamline project timing.

THE RESULTS

The cutover to production was done all at once—not just a few packages at a time. The solution went live smoothly and handled volume very well. As a result, post-go live support was not necessary for long. This smooth cutover is a testament to the entire project team and the thorough testing job performed by Master Lock. Overall, the retrofit of the JDA PHI allowed Master Lock to be secure in their parcel handling regardless of any forthcoming carrier changes.

Additional benefits to Master Lock include:

Impact to costs:

■ With Open Sky Group implementing the PHI retrofit, Master Lock was able to delay the time and costs associated with a complete WMS upgrade to a more suitable timeframe for the company.

■ By implementing Logistyx TME, Master Lock was able to eliminate their manual process for parcel shipments to Canada and streamline their international shipping overhead.

■ While leveraging a new software solution increases costs, Master Lock now has a longer-term, sustainable solution for parcel. Implementing this solution at the time they did has helped them avoid a costly, future operational impact.

Better decision making:

■ Master Lock is now positioned to leverage future functionality at a time the business deems appropriate.

Smooth customer experience:

■ As Master Lock shipments are 70% parcel, this solution delivered a zero-service level interruption to current customers.

Faster, less expensive upgrade path:

■ The solution works with Master Lock's current version of JDA WMS and with the version to which they will upgrade in the future.

Positioned for continued growth:

■ Master Lock is now able to respond to carriers' changing requirements and can leverage new services not previously available.

Greater collaboration:

■ The new Logistyx parcel shipping system was integrated transparently into existing screens, avoiding the need for user re-training, etc.

Master Lock was able to seamlessly deliver uninterrupted services to their broad customer base through the partnership with Open Sky Group, Logistyx, and JDA for the delivery of their parcel solution. In addition, they will be able to react and respond to their carriers' ever-changing requirements with this scalable and sustainable solution.

"We needed a solution to ensure business continuity for our parcel customers and Open Sky Group and Logistyx delivered."

— Robert Wylie, Lead Systems Analyst, Master Lock

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Open Sky Group is a global specialist offering services for WMS, Labor and TMS software upgrades and implementations. A gold implementation partner and reseller of JDA Software, Open Sky Group offers a unique, disciplined agility upgrade approach that enables rapid implementation for a faster return on investment. With over 600 supply chain software projects successfully completed, Open Sky Group strives to be the best supply chain consultant on the planet, applying deep experience and skills to make sure clients get the best possible results.

Logistyx
TECHNOLOGIES

Logistyx Technologies is the leader in Transportation Management for parcel shipping, providing an unmatched global multi-carrier network, predictive analytics, and full visibility into customer deliveries. Its software boosts parcel shipping efficiencies and other business KPIs for many of the world's top manufacturers, retailers, and logistics providers.

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