

## RT Systems Helps Strand Book Store Turn the Page with their Warehouse Management Software

Just as Dorothy walked the miles of the Yellow Brick Road searching for the great and powerful Oz, millions of people have walked the 18 miles of Strand Book Store to find a book that peaks their curiosity. With over 2.5 million books on their shelves, Strand offers a vast inventory that caters to a variety of different genres. The legendary Strand Book Store opened in 1927 on Fourth Avenue, home of New York's legendary Book Row. Named after the famous publishing street in London, Strand was one of 48 bookstores on Book Row – today it is the sole survivor.

With a corporate culture that focuses on maximizing operational efficiency, Strand Book Store's warehouse has been co-located in the same building as their retail store for many years. As inventory expanded to match growth, inventory management issues became more apparent. When stock was received, it was being handled more often than needed which resulted in delays during the put away process of storing new inventory. Staff was also having difficulty locating and moving books from the warehouse to retail shelves in a timely fashion. It was quickly becoming evident to management that using their existing point of sale system to control inventory was no longer a viable option.

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Strand Book Store knew they needed to find a way to automate and streamline the receiving, stocking and replenishment processes within their facility. Company management began to evaluate whether a warehouse management system could streamline their inventory control issues.

To address these challenges, Strand Book Stores enlisted the help of RT Systems, a leading developer of warehouse management software. RT Systems recommended their WMS software, RT Locator, to accurately track inventory from receiving to put away and picking by reading the barcode label on every book. These books can then be scanned as they move through the facility so that employees can quickly and easily locate books to fulfill orders or restock the shelves of their retail store.

RT Systems had the staff at Strand Book Store trained and using RT Locator very quickly. The installation included 10 Hewlett Packard and IBM computers, five Intermec EasyCoder 3400E barcode printers, five

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Motorola MC5090 handheld scanners, and one software license. RT Systems handled remote sessions with both staff and management to get everyone up-to-speed on how to use RT Locator.

Throughout this process, RT Systems worked consultatively with Strand to optimize operational resources and identify areas for process improvement. Many processes that were traditionally done manually by employees with paper and pen were converted to be automatically done by RT Locator. This new process saved time and eliminated the potential for human error. Employees can now easily receive purchase orders and efficiently store new inventory to streamline the picking process. The new warehouse management system enabled Strand to reduce inventory replenishment time from five hours to less than 90 minutes. As a result of this automation, the warehouse that originally staffed 17 workers was able to reduce the number of warehouse workers to seven, creating a tremendous labor savings.

“We have had a few different software launches over the years and none of them went as smoothly as the RT Systems launch,” stated Carson Moss, Buyer/Manager at Strand Book Store. “We are finally letting the software do the work,” commented Moss. “With RT Systems, we are using our labor efficiently and not spending as much time on replenishment.”

With this new warehouse management system in place, Strand Book Store now has the infrastructure to fuel continued growth for the next 85 years.

### Warehouse Management System Benefits:

- Increased inventory accuracy.
- Real-time visibility of inventory.
- Real-time visibility of order picking, kitting, and shipments.
- Improved utilization of available parts and materials.
- Better tracking of the number of kits being produced vs. customer line rate.
- Ability to identify and solve parts issues that could halt or slow production.
- Reduced labor costs due to improved workflow processes.