



HJI Supply Chain Solutions Partners with Körber Experts, Alpine Supply Chain Solutions, to Maximize Their Warehouse Management System Investment



Co-founded by Alice and Wade Houston in 1994, HJI Supply Chain Solutions (HJI) is a Louisville, Kentucky based logistics services provider. The organization is focused on completely meeting the needs of its clients, a commitment reflected in HJI's reputation for reliable quality and innovative solutions. When challenges with their WMS implementation threatened their ability to deliver on that commitment, they reached out to Alpine Supply Chain Solutions for help.

The Challenge ▶

Underutilized WMS Investment

HJI Supply Chain Solutions (HJI) has been providing warehousing services to Tier 1 and Tier 2 supplier automotive clients including the Ford Motor Company, Yanfeng, and Martinrea since 1994. Their extensive supply chain warehousing and logistics expertise has since enabled the company to strategically extend its service capacity to accommodate the complex needs of many other industries including food & beverage, consumer goods, and healthcare. As they continued to grow, their need to adequately address day-to-day operational challenges continued to expand. In 2019 they decided to implement the Körber WMS in order to maximize space, improve efficiencies and increase productivity across their entire business.

An internal resource was recruited to lead the solution implementation and grow application use, but this team member was quickly consumed with day-to-day operational challenges. The Körber implementation stalled and HJI began to wonder if the solution was the right fit for them. The application felt unstable and appeared to require resources and processes they lacked. At this point, HJI was considering starting all over again with an entirely new WMS system.

Engage Experts in WMS Implementation and Training

Based on their years of implementation experience and knowledge of the Körber WMS, HJI called in Alpine Supply Chain Solutions to evaluate the next steps. Alpine conducted a Best Practice Analysis to determine the company's current and future WMS requirements and quickly determined a plan for HJI to get back on track with the Körber implementation. Alpine then re-engaged with Körber and led the execution of the client-side responsibilities including:

- Providing technical and operations direction on gap discovery and system configuration.
- Developing a full acceptance test plan to assist with the execution and documentation of the user acceptance testing process.
- Documenting work instructions and standard operating procedures.
- Serving as the communication conduit between Körber WMS, ERP providers, and the HJI team.
- Pinpointing, soliciting training, and conducting train-the-trainer sessions to fill knowledge gaps and provide education on new functionality.
- Directing Körber WMS to resolve requirements leading to configuration and minor customization adjustments.
- Providing operational support for technical training.





The Outcome ▶

The implementation was a success and, in the process, HJI was able to broaden and deepen its solution knowledge base. They have since successfully rolled the Körber solution out to a larger facility in Louisville and two additional facilities in Memphis. They are securely under Körber's support wing and are now working to fully link all clients and all warehouses on the application.

According to Shane Allgeier, HJI's Chief Operating Officer, "Alpine proved to be the right partner at the right time. They quickly assessed our situation and got our WMS implementation back on track. In the end, they helped us maximize the investment we had already made in our supply chain technology – saving us both time and money. And, by taking a leadership role on the implementation, we were able to focus on our daily operations and what matters most to us – providing peace of mind to our customers."

HJI is now utilizing the system to deliver order fulfillment and value-added warehousing including Pick/Pack/Ship B2B and B2C Orders, E-Commerce Omni Channel Order Fulfillment, OMS and WMS with Track/Trace, Contract Packaging, Kitting and Assembly, and Reverse Logistics. They continue to grow with a focus on their purpose of enriching the lives of their people, supporting their community, and providing peace of mind to their customers while providing 3PL solutions to meet today's greatest supply chain challenges.