How Alpine Improved Inventory Integrity and Warehouse Productivity for a High-Growth Automotive Parts Distributor

ALPINE
Supply Chain Solutions

1 Introduction

A private equity-backed, high-growth specialty automotive products company provides replacement keyless entry remotes, key replacements, and related equipment to customers across North America. Operating through multiple sales channels and customer-facing brands, the company supports an extensive product catalog covering more than 95% of vehicles currently on the road. To meet customer demand and sustain rapid growth, the organization relies on multiple distribution centers to support receiving, putaway, kitting, QA, refurbishment, returns processing, and outbound fulfillment. As SKU complexity and order volume increased, leadership identified the need to strengthen system accuracy and operational control to protect service performance. To address these challenges and stabilize operations, the company engaged Alpine Supply Chain Solutions to assess both distribution center workflows and the integration between its WMS and ERP platforms.

2 Challenge

As the business scaled, the organization experienced growing difficulty maintaining consistent inventory alignment between its Warehouse Management System (Infios Edge) and ERP platform (NetSuite). Discrepancies between the systems reduced confidence in inventory as a reliable input for planning and execution, increasing the volume of exception handling required to keep fulfillment moving. These issues created operational friction across critical workflows including receiving, kitting, refurbishment loops, and shipping confirmation.

With private equity ownership and continued growth expectations, leadership needed rapid stabilization while maintaining business continuity and protecting customer service levels. The company also required a clear, prioritized roadmap to resolve system integrity gaps without expanding scope unnecessarily or disrupting production operations.

3 Solutions

Alpine conducted a focused best-practice assessment designed to identify operational improvement opportunities while also evaluating the WMS–ERP interface driving systemic performance gaps. The engagement was built around the principle that system issues are rarely purely technical or purely operational, requiring a combined view of how work is executed and how transactions are processed. Alpine reviewed end-to-end material and information flows across the distribution center, with emphasis on the processes most closely tied to inventory integrity and transaction accuracy.

In parallel, Alpine performed a detailed evaluation of the integration design between Infios Edge and NetSuite, including order transactions, inventory adjustments, receipts, ship confirmations, and master data synchronization. This approach ensured recommendations were tied directly to measurable operational outcomes, rather than isolated system fixes.

4 Implementation

Alpine deployed on-site resources to observe real workflows and document execution behaviors across receiving, putaway, work orders, kitting, QA/refurbishment loops, returns processing, and shipping. These observations were paired with a structured review of the Infios Edge and NetSuite interface, including transaction mapping for ASNs, allocations, serial/lot handling, returns (RMA-related flows), and ERP closeout processes. Alpine identified 38 total improvement opportunities spanning configuration corrections, process alignment, and enhancement needs, then narrowed these to a prioritized set of 30 actionable items.

Each item was categorized using a risk-based model (High, Medium, Low) based on production impact and operational exposure. Beyond assessment, Alpine coordinated execution support by working directly with Infios support resources, securing a project manager and dedicated technical support, and aligning stakeholders on testing, sequencing, accountability, and governance. Alpine also helped reduce unnecessary spend by identifying issues that could be resolved under the existing Infios maintenance and support agreement, limiting scope creep while accelerating progress.

5 Results

The engagement delivered a structured stabilization roadmap and tangible progress on production-impacting issues within weeks. Alpine helped resolve a critical serial number capture issue through an enhancement, improving traceability and strengthening transaction flow between the WMS and ERP systems. Inventory reconciliation performance improved through a customized reporting solution, reducing mismatch conditions and increasing confidence in on-hand inventory balances. Replenishment configuration corrections reduced operational interruptions and minimized manual workarounds that previously slowed execution. Alpine also supported the refresh of the test environment, improving validation capability and lowering risk for future changes. Collectively, these improvements reduced operational friction, strengthened inventory integrity, and established a scalable foundation to support continued growth while protecting fulfillment and refurbishment throughput.