NORISH Cold Storage

In-DEX WMS Warehouse Management System: Keeping Norish Competitive & Managing Changing Customer Needs for almost 30 Years

Norish plc is a third-party, multi-temperature, warehousing and logistics business headquartered in Bury St Edmunds, UK. The company provides services to importers, manufacturers, wholesalers, retailers and distributors. Founded in 1975, it has been listed on the LSE AIM market since 1986 and operates from six strategically located sites across the UK providing more than 56,000 racked pallet spaces all of which are temperature controlled.

THE BUSINESS

- Trading since 1975 with group turnover in excess of £23m

- Integrated Supply Chain solutions with 56,000 racked pallet spaces

- Services including Cold Storage, Picking, Cross-Docking, De-vanning, Handling & Blast Freezing

- Frozen, Chilled & Ambient Storage with capacity to Blast Freeze over 1,500 pallets of fresh product per week

- HMRC approved to handle & store customs Bonded goods

CHALLENGE

Norish believes in building long-term relationships with its customers and suppliers. Principal Logistics Technologies' longstanding relationship with the company started in 1990 when a decision had been taken to upgrade its Warehouse Management System. It had recently acquired a business having multiple locations and it wanted to reduce duplication in administration and other back-office activities across its, now enlarged, estate.

Norish recognised that, as all of its work is customer driven, systems flexibility was key in any future systems design to enable it to meet changing business and customer needs. A business critical requirement was to automate all manual tasks and to have all stores connected to the company's databases use the same system for uniformity and to manage the constantly changing handling and storage rules.

SOLUTION

The company decided on Principal Logistics Technologies' (PLT) In-DEX WMS Warehouse Management System. A key element of the solution was to manage the capture of the storage, handling and billing for the varying activities up to, and including, invoice production. In-DEX WMS enables the automation of the billing and this activity is now completed in hours, as opposed to days.

Experts in Warehouse and
Supply Chain Operation Optimisation

25+ YEARS OF EXPERIENCE

PRINCIPAL
Logistics Technologies
By Principal Systems Ltd

RESULTS SUMMARY

- Six sites Centrally Hosted in external data centre on AWS Amazon Web Services

- In-DEX WMS manages activities across all sites

- Multiple EDI Interfaces to customer & supplier systems

- Can add Unlimited Customers with unique requirements in minutes

- High volume 24x7 Resilience & full Third Party functionality

"Visibility and access are capabilities that have been around for a while and are expected by our customers. Our customers want quality services at a fair price and that is what In-DEX WMS helps us deliver. Not only have our customers benefited, but we have become far more efficient by having installed the system across all our locations."

Aidan Hughes. Finance Director. Norish plc

RESULTS

From an operational standpoint the main application for In-DEX WMS was in stock control and the main operational benefit, ease-of-use. Comprehensive traceability is maintained from when an item arrives to when it leaves. The system is highly flexible enabling future changes and upgrades.

Immediate efficiencies were gained from streamlining the numerous administrative processes and from automating production of reports via in-DEX WMS's strong reporting functionality. The latter eliminated the need for different forms and manual inputs.

Many of Norish's larger customers were also already using In-DEX WMS Warehouse Management System. This benefitted both the company and its customers by reducing much of the workload with the customer benefitting by having visibility and control of their own stock.

"I am happy with our decision to choose Principal Logistics Technologies and have never regretted it. Visibility and access are capabilities that have been around for a while and are expected by our customers. They want quality services at a fair price and that is what In-DEX WMS helps us deliver. Not only have our customers benefited, but we have become far more efficient by having installed the system across all our locations. Norish provides its customers with multiple access options for visibility and control via In-DEX WMS."

Aidan Hughes. Finance Director. Norish plc

Testament to the high levels of traceability that In-DEX WMS provides is the fact that Norish gained approval from the USDA (U.S. Department of Agriculture) to hold a licence to export pork meat to China.

VALUE-ADDED SERVICES

Over the years Norish has enhanced its services offering, for example, from *full pallet in* and *full pallet out* to complex serial item number tracking of variable weighted items. Additionally, other value-added services have been added including blast freezing, bonded storage and cross docking - all seamlessly managed by In-DEX WMS Warehouse Management System.

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"We are proud to have continuously supported Norish's growth with In-DEX WMS technology and support over the years. Due to its inherent flexibility, and quick and easy configurability, In-DEX WMS Warehouse Management System has acted as a catalyst for change"

Joe O'Shea, Director, Principal Logistics Technologies

ABOUT PRINCIPAL LOGISTICS TECHNOLOGIES

Principal Logistics Technologies, part of Principal Systems Ltd., is the industry leader in innovative Warehouse Management & Supply Chain operation optimisation solutions. We bring over 25 years experience, with considerable technical know how gained from applying our globally patented In-DEX WMS Warehouse Management System to hundreds of successful upgrade and optimisation installations.

Our focus is on reducing OpEx enabling increased revenue for our clients. Operations range from single-site family run businesses with standalone Warehouse Management Systems to multinationals with complex multisite, end-to-end, supply chain operations. Our business sector knowledge spans 3PL, Bulk Commodities, Cold Storage, Chemicals, Chill Picking and Cross Docking, Distribution and Manufacturing operations, and more.