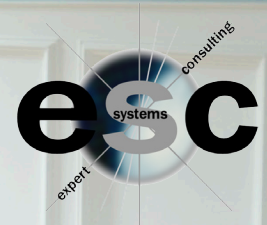




## DULLES ELECTRIC: A PLAN THAT MOVES ME



An electrical supplier was preparing for two big moves at the same time: relocating to a new facility and completing a wireless warehouse install. Zerion was called in by its partner, ESC Online, to devise and manage a project plan and provide training. The focus on planning paid off and the project resulted in greater efficiency and better customer service.

### OVERVIEW

**Company:** Dulles Electric

**Headquarters:**

Washington, D.C. area

**Locations:** 1, which includes a 6,000 sq. ft. lighting showroom

**In Business Since:** 1985

**Industry:** Wholesale distribution

**Products:** Electrical, lighting

**Employees:** 38

**Project Type:** Install / Project Management

**Product:** Eclipse Wireless Warehouse including outbound and cycle counting

**Goals:** To have a motivated team that completes the project on time; to keep customers happy

**Challenges:** Coordinating an install with a location move; Adding lot tracking of wire late in the process; Completing a full physical inventory during the project

**Takeaway:** Planning is the key to a successful project

**“Zerion brought a positive attitude, thorough resources, and a degree of level-headedness when everyone else felt lost. We expected a smooth transition and got just that.”**

**John Milotte,  
General Manager**

### SUCCESS STORY

Dulles Electric supplies electrical products to homeowners and contractors in the Washington, D.C. area. They have one location that includes a 6,000 square foot lighting showroom. The company has been operating on Activant Eclipse since October of 2006 with 38 users; however, receiving and inventory control continued to present a challenge for them. They consistently lacked confidence in what the system said they had on hand vs. what they actually did.

Customer Success Story

In early 2009, they completed construction on a brand new, 75,000 sq ft facility adjacent to their existing, outdated one; and, they planned to make the big move in April of the same year. In addition to orchestrating the relocation of corporate offices and 12,000 SKUs of product, Dulles' management team wanted to turn on RF picking. Dulles had been on RF receiving for the last six months and were seeing improvements with inventory, but needed to complete the install to see complete benefits.

**"Inventory is our number two asset right behind our people. The ability to track orders, accurately meet customer demands, and control carrying cost is critical. Eclipse RF helps us do this."**

Because they'd already learned how complex an RF install could be, and there were added challenges with the move, Dulles reached out to Zerion for an external and independent viewpoint. They briefly had worked with Zerion in the past on some PDW issues.

Dulles would need Zerion to provide consulting to determine the best process, create a solid project plan, and deliver effective training. They also desired a project manager who would help guide and motivate the team. Zerion's experience on over 30 Eclipse RF installs positioned them well for the project.

After an initial discovery meeting, Zerion recommended moving the product first and conducting a full physical inventory at the end of the process. Then about a week after the move and full physical was complete, RF picking and cycle counting could be turned on. John Milotte, Dulles' general manager, was leading the project internally and he heeded this advice. He also gained more comfort with Zerion and decided to rely on them for direction on moving their wire room. Zerion developed a complete project outline based on their 1,000-line proprietary implementation plan and appointed Lauren Giles to manage the effort.

Lauren first worked to ensure the move went according to plan. She then provided thorough, hands-on training to the warehouse team on RF picking and cycle counting procedures. Throughout the project, Lauren kept the team focused and motivated, making sure that everyone knew their responsibilities. Just before go-live, John took some additional advice from Zerion and decided to set up the warehouse for lot tracking of wire. This required John and Lauren to oversee a full count of every sellable remnant and reel, as well as location and zone maintenance.

**"When we first opened there were virtually no competitors and now there are at least six within a 10 mile radius. Customers can easily threaten to shop down the road, so you have to make sure they're happy. Zerion's team kept focus on this throughout the install."**

The end result was a project completed on-time and within-budget. John is tracking the outcome by comparing the average lines picked and the average time it takes to do so. He is also monitoring customer service inquiries. He's pleased with what he sees and attributes the success to well-trained employees and a well-executed plan. He said they felt "taken care of," and that because they followed and executed a project plan, that potential problems were addressed and handled before they became an issue. "There was constant communication, discussion, and the use of a training account was beneficial." John has increased confidence all-around ... he trusts the inventory numbers and believes this has led to happier customers.

**"We have yet to hear a customer complain since the implementation."**

When asked what he liked best about working with Zerion, John said, "The relationship that developed from working with the consultants, the overall knowledge of Eclipse and the resources available to us."

## Customer Success Story