

INGRAM MICRO IMPLEMENTS OPEX® GOODS-TO-PERSON AUTOMATION TECHNOLOGY, INCREASING THROUGHPUT CAPACITY TO SUPPORT ITS CUSTOMERS

Incorporating the OPEX Perfect Pick® HD system into its distribution centres provides Ingram Micro with enhanced efficiency and additional flexibility.

OPEX® | INGRAM MICRO

// THE BACKGROUND

Ingram Micro delivers technology products and solutions, including computers, smartphones, and monitors, to approximately 161,000 customers worldwide. With operations in 61 countries on six continents, Ingram Micro has the ability to serve 90% of the global population. The company supplies products from 1,500 technology brands and manufacturers, including popular brands such as Apple, Cisco, Microsoft, and Samsung. Headquartered in Irvine, CA, Ingram Micro has five major distribution centres in the US along with two major distribution centres in Canada for technology services. The company ships around 1.5 billion units each year, earning global net sales of \$50.8 billion.

// THE CHALLENGE

As Ingram Micro continued to grow and receive more demand during peak buying seasons, the company was relying solely on manual labour to keep up with the volume of orders it received and fulfil orders on time. The company's commitment to rapid order processing and delivery led to an increased need to scale capacity with more manual labour. To improve the service it could provide to its customers and keep up with demand, Ingram Micro knew it needed to implement a reliable, long-term solution that could improve throughput capability and efficiency in its distribution centres.

// KEY CHALLENGES



ADDITIONAL LABOUR NEEDED TO KEEP UP WITH DEMAND DURING PEAK SEASONS



COMMITMENT TO RAPID ORDER PROCESSING AND DELIVERY



MANUAL PROCESSES LIMIT THROUGHPUT CAPACITY AND ORDER FULFILLMENT SPEED

// KEY RESULTS

3

DISTRIBUTION CENTRES
WITH PERFECT PICK HD
INSTALLED

9,994

TOTAL TOTES IN THE
PERFECT PICK HD AT THE
DALLAS DISTRIBUTION CENTRE

36

IBOTS USED TO RETRIEVE
INVENTORY AT THE DALLAS
DISTRIBUTION CENTRE

// THE SOLUTION

In 2020, Ingram Micro implemented two OPEX® Perfect Pick® HD goods-to-person systems at its Fort Worth, TX distribution centre. The Perfect Pick HD system configured with conveyor systems and additional pick-and-pack modules provides Ingram Micro with significant fulfilment and storage flexibility, as the inside of the totes are configurable and can be customised in size.

The Perfect Pick HD provides high storage density in a relatively small footprint, holding approximately 7,000 SKUs that can be accessed using the system's pick station, rather than requiring employees to walk through the warehouse to pick an item. The Perfect Pick HD systems present totes at a quick speed and assist the operator in picking items for orders, providing increased throughput capacity to keep up with demand during peak seasons while minimising errors and reducing manual labour needs.

// THE FUTURE

With the successful implementation of the two Perfect Pick HD goods-to-person systems in Ingram Micro's Fort Worth, TX distribution centre, Ingram Micro plans to install additional Perfect Pick HD systems in their distribution centres in Hazelton, PA and Moore, SC. These two new sites will include Perfect Pick HD systems and will store an even larger amount of inventory compared to the original Fort Worth site in Texas, with one of the sites holding around 14,000 SKUs.

**"AUTOMATION GIVES US MORE
CAPABILITIES AND BETTER THROUGHPUT
TO SUPPORT OUR CUSTOMERS."**

-Patrick Wedig

Director of Global Automation, Ingram Micro

**"THE PERFECT PICK HD SYSTEM HAS BEEN RECEIVED WELL BY OUR EMPLOYEES. THEY ARE
EXCITED ABOUT THE SYSTEM AND SEE THE ADVANTAGES IT PROVIDES."**

-Casey Harrison

Director of Operations, Ingram Micro