



## Mark Andy Grows Their Business and Adds Next-day-service without Interrupting Operations



### **MA** MARK ANDY

Mark Andy is an industry leader in the manufacturing and sale of flexographic label printing presses worldwide. The company designs award-winning label presses and provides all parts and supplies required to produce superior labels. Their labels are found on products you use daily, including retail and food packaging, as well as unique items like lottery tickets!

Mark Andy offers over 10,000 products that are processed through its 100,000-square-foot distribution center that services the globe with support from six strategically located 3PL providers, and one facility in the UK. Through Mark Andy Print Products, they supply all their customers with parts and a complete line of pressroom supplies.

When continued growth started impacting service and the need for next-day delivery became apparent, Mark Andy knew it was time to make a change.

### The Challenge ► Storage woes and next-day-delivery needs

Mark Andy was experiencing growing pains and needed to rethink storage and picking methodologies in its facility. The company was unsure of whether to continue working in its existing facility or move to a new distribution center. In addition, they needed to implement any and all changes without interrupting operations.

The company also wanted to provide their customers with next day service, which meant they needed assistance with soliciting, selecting, and on-boarding a new 3PL.

Mark Andy selected Alpine Supply Chain Solutions to achieve these goals without impacting their day-to-day business.

#### Mark Andy had a myriad of goals:

- **Right-size the facility while redesigning the forward picking. Increase responsiveness for later cut-off times to accommodate orders from customers in different time zones.**
- **Decrease replenishment cycle times to keep pick areas full for order pickers and minimize replenishment labor.**
- **Dismantle and rebuild rack/shelving without interrupting current operations.**
- **Seamlessly partner with a 3PL to provide reliable next-day delivery.**

To determine the best solution for the facility redesign, Alpine Supply Chain Solutions started with a Storage Type Analysis and a Slotting Project to create right-sized product homes that put products into the best fit locations.

Halfway through the engagement, the scope of the project changed to bring in product for three new businesses. The team had to redesign and reshuffle the layout, all while continuing to ship without interruption. This new complexity didn't deter Alpine, they knew what needed to be done. To maintain existing operations while tearing down and rebuilding their entire operation, Mark Andy leaned on Alpine to provide move support. This enabled Mark Andy to focus on maintaining excellent customer service while Alpine concentrated on delivering product availability.

On the other end, to address Mark Andy's next-day-delivery needs, Alpine conducted a Network Analysis to understand where their customers were located and determine the ideal number of facilities and inventory levels required to provide all customers with a 98% next day service window. Alpine supported the on-boarding of a new 3PL with regards to space, equipment, labor, and systems across five locations. Alpine also conducted the first 90 day Quarterly Business Review (QBR) to ensure the partnership was heading in the right direction and that metrics of success were on track.

## The Outcome ▶

**Stu Gallup, Vice President Commercial Supplies for Mark Andy, who was leading the project at the time stated, "Alpine has a well-rounded team that understands all aspects of supply chain operations as well as current industry standards. They were able to rapidly respond to changing information in a very dynamic environment, and provided the best solution at a given cost which increased our ROI."**

**With help from Alpine for Storage Type Analysis, Slotting and Move Support, Mark Andy was able to ship to existing customers uninterrupted while the facility changed in front of them. The Storage Type Analysis right-sized the forward pick locations allowing for the absorption of additional SKUs from the newly acquired businesses. Slotting allowed for the right product storage in storage racks, individual bin locations, and in-bulk pallet storage areas, maximizing picking productivity. Every new product had a home and picking and replenishment productivity increased overall.**

**In searching for a compatible partnership with 3PLs to enable next-day-delivery, Alpine created a fast timeline to work with Mark Andy's aggressive agenda. The entire process of completing the Network Analysis, creating an RFP, and onboarding a new 3PL was completed within 60 days. "Alpine thought of everything and walked us through every step of the process," Gallup continued. "They worked with Mark Andy's best interest in mind and ensured our 3PL partner was able to meet our needs."**