

Case Study

assist GmbH: inconso WMS X

Excellent performance through modern information technology

Customer profile

Since it was established in 1992, assist has become one of the largest and most reliable home care companies in Germany. assist has more than 350 employees and a turnover of ca. €70 million. Approximately 200 examined caregivers are available for patients and care facilities as contacts. The nearly 8,000 products focus on the therapy areas enteric nutrition, outpatient infusion therapy, tracheostoma, stoma and wound care. assist sells products of all reputable manufacturers, but also sells a growing assortment of their own products. Patients usually receive their goods within 24 hours after providing their prescriptions. During this time, an availability of 97 percent is ensured.

The project

In assist GmbH's central warehouse, inconsoWMS X went live as their new Warehouse Management System (WMS). The system supports the care of seriously ill people and those in need of care with medical/pharmaceutical services, therapies and products. Prescription business accounts for a large portion of orders that are issued by care facilities and patients. In Goods Receiving, various means of transport, from single cartons to overseas containers, are received. The deliveries are reconciled

with the waybills, entered in the new WMS and, if necessary, configured for further warehouse processes. In the course of the quality check, barcode labels are created for units that have not been labeled yet. Slow movers and high-quality goods are stored in the paternoster warehouse in two towers with 75 trays each. In addition, rental equipment, which is made available to patients, is stored here.

Full pallets are stored in a high bay warehouse, which is especially used as a stock buffer. Pallets with stocks ready for shipping can also be picked directly here. Here, as in the pallet warehouse for full carton picking, all compartments are stocked with products of a single type. The cartons are picked from the bottom rows. They are removed based on the order and transported to shipping with conveyor technology; or replenishment for small parts picking is initiated. The small parts picking area contains gravity flow-through channels for warehouse containers so that the standardized FIFO approach is always adhered to.

From the order inflow, inconsoWMS calculates picking round-trips and controls staging, packing and shipping. For full cartons, the picker is shown all zones with the quantity of items that they can refuse or accept on their arm terminal. If they accept them, shipping labels are printed, the worker scans the label with their fingerprint scanner, sees the picking location on their arm terminal, checks the product and places it, including the correct label, on the conveyor technology.



product and places it, including the correct label, on the conveyor technology. The products in the various zones are available in the system as whole shipments. The last pick decides where the delivery note is printed: It can be attached to the full carton, but it can also be used for a picking container in small parts picking.

In small parts picking, a special type of the Pick-by-Voice system is used. For workers, the Extended Voice System (EVS) developed by inconso, which is a combination of headphones and arm terminals, has proven successful.

“Crucial topics are potentially dangerous drug interactions and intolerances,” emphasizes Frank Walter, Logistics Manager at assist, “that is why it is essential that we ensure absolutely correct deliveries. With the EVS, we can achieve this without any noticeable performance drop.” For these sensitive products, we chose a solution that combines the benefits of Pick-by-Voice with the safety of scan entry and optical displays.

In the picking zone, the worker scans a container, receives the article location via EVS and scans a product to verify the product. Only then does the system audibly provide the quantity to be removed, which the worker confirms verbally. All information is entered using the arm terminal so that the process can immediately be checked.

The picked containers are moved to a packing lane in conformity with the orders. The workers are shown how many containers they can expect for the order. Depending on the order size, you can block the lane for additional orders until the worker has processed the current order. The packed and labeled cartons are then transferred to shipping, where they are consolidated with full cartons for the shipments. On average, 2,700 packages leave the assist warehouse daily.

At a glance

Customer

assist GmbH

Project goals

paperless processing with bar coding and PbV process optimization

Products and solutions

inconsoWMS X

Main customer benefits

Transparency and traceability
Inventory safety
Delivery service improvements

“We chose inconsoWMS X due to the superior transparency for our stocks, the continuous barcode scanning, and the extended voice system that makes a vital contribution to high picking quality.”

Frank Walter, Logistics Manager
assist GmbH

