



CASE STUDY:

*Toyota Saves Response Time
and Inventory Costs*



TOYOTA SAVES RESPONSE TIME & INVENTORY COSTS BY PARTNERING WITH LANGHAM

CHALLENGE

A global automobile manufacturer wanted to transition their current nightly batch processing system and online customer ordering system from old and limited technology to a more robust Warehouse Management System (WMS) platform that would allow their dealer and distributor network to order through a web portal and fulfill marketing materials within 4 hours.

- » Develop a set of reports used both through the web portal by dealers & Toyota as well as reports used by the DC staff.
- » Build several interfaces to various Toyota systems, including both the PeopleSoft & SAP financial systems, and the IMAC port ordering system

SOLUTION

The Langham and Toyota teams worked together to:

- » Design, configure, and install the Langham network to meet the specific business processes and rules of the DC and the WMS throughout the distribution center (DC) building.
- » Implement radio frequency (RF) scanning technology throughout the DC that, along with the WMS, provide real-time data and visibility to inventory and orders for the DC staff and online portal users.
- » Design and develop a web-based portal that is accessed by 1769+ dealers across the United States, Canada & Mexico plus 2000+ other Toyota employees across the country

RESULTS

The company decreased fulfillment time from 4 to 1 day and improved reporting capabilities that allowed the company to reduce inventory costs and obsolete materials. In addition, the company is now able to support all Toyota entities worldwide in one comprehensive system. This result was made possible through consistent communication, trust, and a strong multi-company partnership.



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