

Kichler

Lighting specialist streamlines processes and improves control with BluJay Solutions

CHALLENGE

Kichler Lighting is a world leader in decorative lighting designs, with 3,000 designs sold under the Kichler®, Kichler Landscape Lighting, Kichler Lighting Systems, and Kichler Lamps and Accessories brands. The home product retailer sought a solution to support its plans for continued growth, including adapting to current facility space to create a more efficient distribution environment.

The company needed to implement an enterprise-wide solution to increase capacity within existing facilities and lower distribution costs.

This would enable expected service levels to be met and more value-added services to be offered without adding to the cost of products.

- Following significant growth, operational practices were becoming very labor intensive
- Growth was surpassing the capacity to meet customer demands in existing facilities
- A shift in order characteristics was driving more shipments via parcel, pushing total fulfillment capacity to the limit, and rapidly exceeding the company's ability to manually process parcel shipments

QUICK FACTS

- › Home product retailer specializing in chandeliers, wall sconces, ceiling mounts, and ceiling fans
- › Founded in 1938
- › Headquartered: Cleveland, OH

BUSINESS CHALLENGE

- › Planning for continued growth, Kichler needed to increase capacity within existing facilities while lowering distribution costs

RESULTS

- › With solutions tailored to its specific requirements, Kichler Lighting has streamlined operations and improved customer service. Costs have decreased, and speed and visibility have increased.



Immediate increases in **speed and capacity**

SOLUTION

Kichler is using Blujay's Global Trade Network and enterprise Parcel shipping solution to drive operational efficiencies:

- More streamlined, integrated workflow and improved customer service
- End-of-day reporting gives management complete visibility
- Optimized production space, creating successful, scalable distribution operation

With Blujay's Parcel, Kichler Lighting has a more streamlined, integrated workflow and improved customer service. Specific customer requirements can now be routinely handled within the distribution systems rather than as exceptions to normal processing.

Blujay tailored the solution for Kichler, building in the ability to combine individual commercial invoices into a consolidated commercial invoice for clearances. This functionality provides end-of-day reports for all parcel shipments moving to Canada on FedEx.

Kichler's facility was formerly a heavy manufacturing site, leading to a challenging physical layout for a distribution environment. The flexible architecture of its warehouse management system and seamless integration with Blujay's Parcel solution enabled Kichler to adapt to the space and create successful distribution operations.

Blujay's Parcel solution is trusted by thousands of companies to automate processes, lower cost, and improve speed and reliability for global parcel shipping needs. With flexible deployment options, Parcel handles domestic and international parcel needs for any node/any mode, providing global visibility and access to shipping services.

KICHLER

"Upon implementation of the Blujay Solutions software, we have seen an immediate increase in the speed with which we process packages as well as an increase in our capacity to do so. Costs to process these orders have decreased as well."

Logistics Manager
Kichler Lighting

ABOUT BLUJAY SOLUTIONS

Blujay Solutions delivers supply chain software and services to the world's most progressive retailers, distributors, freight forwarders, manufacturers, and logistics service providers. Transforming supply chain logistics with the Blujay Global Trade Network, we enable customers to unlock the power of more than 40,000 universally connected partners. With Blujay, companies can achieve greater trade velocity, transform their supply chain economics for disruptive advantage, and see beyond the horizon to optimize their future in the global economy.