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Manhattan Associates and Tompkins Associates Team Up to Achieve Results at Williams-Sonoma

Williams-Sonoma, Inc., a leading retailer of goods for well-appointed kitchens, bedrooms and baths, has dramatically modernized its Memphis-area distribution centers—which total 7 million square feet. Tompkins Associates and Manhattan Associates have been there to help the retailer every step of the way.

Williams-Sonoma achieved distribution and supply chain excellence by implementing a Manhattan Associates' Warehouse Management solution for iSeries, part of its Integrated Logistics Solutions™, and the [Tompkins Control System \(TCS\)](#) suite of material handling controls and operations management tools.

Each member of the highly collaborative Williams-Sonoma team brought numerous years of industry experience to contribute to the success of the project. Each group performed its work in consultation and partnership with the others:

- Williams-Sonoma had the vision and upper-level leadership necessary to create significant change;
- Tompkins Associates led the development of new business processes within the distribution center;
- Manhattan Associates optimized the functionality of its Warehouse Management solution to best serve the business;
- Tompkins Associates utilized its in-depth knowledge of material handling integration and Manhattan Associates' Warehouse Management Solution to achieve tight integration of the DC conveyors, sorters and pick engines to the supply chain information systems.

The close teamwork between Williams-Sonoma, Tompkins Associates and Manhattan Associates resulted in an extremely smooth go-live for the project. The ongoing result of this effort has been significant improvement in optimizing DC performance and supply chain visibility. Williams-Sonoma uses the robust information and management tools offered by the integration of Manhattan Associates' Warehouse Management solution for iSeries and Tompkins' TCS to achieve improvements in the following areas:

- **Service:** First-day service of mail-order merchandise has improved, with substantially more orders getting out the door on the day they are received.
- **Visibility:** One measure of tracking information such as lost orders is dubbed WISMO (where is my order?). With the new solution, lost orders are down ten-fold.
- **Efficiency:** Reprocessing of orders is down significantly under the new system.

These results demonstrate the advantages gained when solution and integration partners work together as a focused team with a client. For more information on Tompkins Associates' and Manhattan Associates' experience with warehousing and distribution solutions, contact Paul Faber at pfaber@tompkinsinc.com or Todd Sterrenberg at tsterrenberg@manh.com.

This article is a 2005 reprint from [Manhattan Associates'](#) Partners in Action section of *Perspective Newsletter*.

About Tompkins Associates

Tompkins Associates is the leading supply chain consulting and material handling integration firm, specializing in end-to-end supply chain solutions. Customers look to Tompkins' expertise to develop and implement strategies for intelligent solutions in distribution center design, warehouse strategic planning, distribution network configuration, transportation system planning, system integration and implementation, logistics and manufacturing outsourcing, and supply chain optimization. As consultants and integrators for 30 years, Tompkins offers a proven track record and deep industry expertise for solutions that reduce costs and improve overall supply chain performance. The company is headquartered in Raleigh, NC. For more information, visit www.tompkinsinc.com.