CASE STUDY
A Move to the Cloud Gives This Inventory Management Company Room to Grow

Background
MCI|AST develops customized service solutions to help manufacturing facilities across the nation streamline their operations. They’re trusted by large companies such as Hitachi to handle inventory management and distributions for automotive parts from their warehouse in Kentucky.

Since opening their doors in 2010, the company has rapidly expanded. They are regularly looked to for assistance launching new products, improving quality standards and streamlining logistics for their partners. Their vendor-managed inventory service is comprehensive—they receive shipments from their customer’s suppliers, inventory those parts, repackage the parts and send out regular shipments according to customer specifications.

AT A GLANCE

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Challenges
They developed a need for an updated inventory management system to keep up with the expanding demands of their customers.

In addition to increased accuracy and efficiency, MCI|AST sought a comprehensive inventory management solution that would provide visibility for their customers and suppliers.

Solution
By leveraging the unique capabilities of the IntelliTrack software, they were able to update their operations with a solution that provides meaningful insights to them and their customers, accessible at any time, from anywhere.

Results
By implementing IntelliTrack’s automatic order upload, MCI|AST has freed up time to concentrate on more essential business. The new platform has reduced the need for paperwork, increasing productivity and providing increased value for their customers.
Challenges

As MCI|AST grew, they developed a need for an updated inventory management system to keep up with the expanding demands of their customers.

MCI|AST can ship millions of parts a month on behalf of a single company. Their original fulfillment system relied on manual data entry—orders could come from disparate sources, sometimes on paper and sometimes in spreadsheets. Without item verification and validation, their system lacked the capacity to scale as quickly as their business. They needed a digital solution that leveraged automation to smooth their operations.

In addition to increased accuracy and efficiency, MCI|AST sought a comprehensive inventory management solution that would provide visibility for their customers and suppliers. As they acquired new business opportunities, the company decided that a vendor-managed inventory system would differentiate them from competitors. They wanted something that could provide unparalleled accountability and access to their customers, making all interactions as straightforward and simple as possible.

They were also looking for a partner that could match the fast pace of MCI|AST’s operations. Fast turnaround time for order fulfillment is an unnegotiable tenant of their service-model, and they needed a partner willing to take the time to understand their business and help them go above and beyond expectations. They also wanted a long-term partner that would be agile enough to evolve with them as they continued to expand.

Solution

MCI|AST turned to IntelliTrack to help them overhaul their inventory management system. By leveraging the unique capabilities of the IntelliTrack software, they were able to update their operations with a solution that provides meaningful insights to them and their customers, accessible at any time, from anywhere.

IntelliTrack partnered with MCI|AST to develop an inventory management system that's accessible from a PC as well as a handheld device on the warehouse floor. MCI|AST leveraged the flexibility of that system to create a platform that would be familiar and easy-to-use for their internal team and their customers. By renaming fields and customizing other touchpoints, they created a system that was immediately recognizable to clients, suppliers and the internal team at MCI|AST.

It was essential that the new platform be web-based, making inventory visible and accessible for all stakeholders. IntelliTrack's software allows
management of both incoming and outgoing orders from the cloud. But they took it a step further, developing a custom application so that when MCI|AST receives order information from a supplier, their database is automatically updated. This automation limits the need for time-intensive paperwork and provides increased efficiency for all parties.

Customers such as Hitachi rely on MCI|AST for accurate inventory reporting, so a key facet of MCI|AST's operation is reducing inventory discrepancies and performing audits. IntelliTrack’s innovative software automates fulfillment of orders line by line as parts come into MCI|AST’s warehouse, reducing the possibility of inaccuracies. IntelliTrack also rearranged and streamlined the company's data storage method to provide a more elegant system that makes database inquiries a cinch.

IntelliTrack collaborated closely with MCI|AST to push the limits of what’s possible within the software. Because of the scope of the companies’ logistics, they needed the ability to track a wide range of data points, from lot number to the time the product goes out the door. IntelliTrack provided these capabilities and continues to refine them as they receive requests for new features.

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— MATT DEEGAN
IntelliTrack

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Results
By implementing IntelliTrack's automatic order upload, MCI|AST has freed up time to concentrate on more essential business. The new platform has reduced the need for paperwork, increasing productivity and providing increased value for their customers.

Additionally, the new inventory management solution provides total vendor-side visibility, which empowers MCI|AST’s customers by providing reliable and timely access to the data they need. Reports on history, supply, location and destination are all readily available. Customers can save time, reducing the need for phone calls or reports to figure out where their product is and where it’s going.

The IntelliTrack solution required very little work to get up and running. The layout of the platform matched up almost perfectly with what MCI|AST had been using, and the interface was intuitive.
enough to allow them to customize and take charge of the solution with very little support.

The software was also flexible enough to be customized to their specifications. They were able to rename fields and customize the software, assimilating it to their old workflow and significantly lowering the learning curve. Additionally, focused help topics allow for contextualized support on a page-by-page basis, making navigation within the software simple to master.

MCI|AST has also made great use of the reorder feature to get automatic email updates when quantities in their warehouse fall below certain levels. This has allowed them to reorder promptly and be stocked and ready to meet any demand from their customers.

Since working with IntelliTrack, they've added ten new suppliers and are considering expanding to a second building to meet the growing demand for their services.

“IntelliTrack has made a big impact on our business,” says Elam, “and we plan on partnering with them for years to come.”

“The nature of the partnership between MCI|AST and IntelliTrack is constantly changing to provide the highest possible value. As Operations Director Brian Elam says “partnering with IntelliTrack has allowed us to meet the shifting demands of our clients, satisfying and exceeding their expectations as our capabilities continue to grow.”

― BRIAN ELAM
Operations Director, MCI|AST
About IntelliTrack, Inc.
IntelliTrack is the world’s leading provider of comprehensive, scalable, easy-to-use inventory management software. For over 25 years, IntelliTrack has developed, deployed, and supported, robust inventory control solutions for tens of thousands of customers. Leveraging experience and understanding of the marketplace, IntelliTrack offers customers intuitive, cloud-based, inventory modules for inventory management, stockroom management, mailroom tracking, fixed or rotational asset control, and warehouse management with barcode/RFID technology and integration capabilities. Visit us at www.intellitrack.net.

About MCI | AST
MCI|AST is a vendor-managed inventory service provider based in Louisville, KY. We receive shipments to the warehouse from our customer’s suppliers, inventory those parts, repackage the parts and send out customized shipments to our customers. Serving customers nationwide, MCI|AST uses its extensive resource network to offer customized service solutions for manufacturing facilities including personnel recruitment, vendor-managed inventory, value-added engineering and quality services.