

Case Study

# Managing Fluctuating Demand







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## Customer and task

TSC is supported by a 300,000 square foot warehouse equipped with the latest material handling technology, shipping roughly 10,000 orders a day. Accounting for 20% of the business, jewelry order demand is highly variable depending on the shows and promotions currently running. Order fluctuation was a challenge for labor resources, sometimes stagnant and other times overwhelmed. Jewelry needed a flexible order fulfillment solution that could scale to handle demand peaks, but also work efficiently during slower periods.

## Solution

Now, three Kardex Megamats combined with the Kardex Power Pick System inventory management software are used to manage the jewelry and coin inventory. "Because of the small size and high value, jewelry was perfect for carousel technology," said Sue McGibbon, Jewelry Manager.

The flexible fulfillment solution is driven by customer demand. "Order volume is highly variable depending on the current promotions and that was a big labor challenge for us in the past," said McGibbon, "but with the carousels we're able to manage the fluctuation easily."

Three Vertical Carousel Modules Kardex Megamat combined with inventory management software and a 120-position batch station support jewelry order fulfillment – using 54% less labor and increasing productivity by 600% in 75% less floor space.

## Case at a glance

### How we took our customer from task to solution

TSC is one of Canada's most innovative retailers offering over 15,000 quality products – including health & beauty, jewelry, fashion accessories, and electronics – with the click of a button or a quick phone call. TSC is meeting customer delivery expectations with the help of three Vertical Carousel Modules Kardex Megamat with inventory management software and batch picking for jewelry distribution.

**Reduced**  
labor by 54%

**Saved**  
75% floor space

**Increased**  
throughput  
by 600%



### Scope of delivery



3 Kardex Megamats, each 29 feet tall



Kardex Power Pick System inventory management software



120-position batch station