



## BPCS HiVolume

Customer satisfaction relies on an excellent order fulfillment experience. The ability to capture and fulfill customer orders quickly and accurately continues to be a core competency for organizations.

The capability to speedily capture customer orders with reliability and accuracy remains a core requirement of an organization's business capability. Precision in order entry is vital to success all along the supply chain. BPCS® HiVolume addresses this core requirement of speed, accuracy and simplicity.

### Product Description

BPCS HiVolume is a robust and proven platform for high volume order fulfillment. Starting from order capture, it allows users to rapidly execute the picking, confirmation and billing processes in offline and online modes. It also supports operational continuity that is especially relevant for sites sharing an iSeries® platform, or in areas having a poor telecommunications infrastructure where downtime can affect the business. An original design objective for BPCS HiVolume, operational continuity continues to be its key strength (the initial design scope addressed an order entry requirement to capture over 100,000 order lines in a 5-hour window, with over 15,000 sale items offered). Going beyond order capture and fulfillment, BPCS HiVolume also contains functionality supporting TeleSales operations, Transportation Load Building, and Vehicle/Route Reconciliation.

### Benefits

**Speed and accuracy** Users achieve significant speed improvement over BPCS order fulfillment using PC Client/Server technology. By making available buying pattern information, users can ensure that customers have not missed items from their orders, and comprehensive checking means that error-free orders are posted. This has led to significant improvements of the productivity of order capture clerks.

**Ease of use** - BPCS HiVolume makes full use of Microsoft® Windows interface. A simple and intuitive user interface, with meaningful prompts, messages and lookups, means that the product requires minimal training. Users become productive quickly.

**Offline capability** - Order fulfillment processes, mission critical and revenue generating business processes, can continue in a controlled manner, even when the iSeries becomes unavailable due to communications or hardware problems. Data synchronization resumes automatically when the iSeries comes online.

**Transactional reduction** - A thorough understanding of the business processes surrounding high volume order fulfillment has led to a feature set that minimizes re-entry of data, and allows the user to manage by exception. The result is a reduction in keystrokes with no compromise on transactional accuracy.

**Processor load reduction** - BPCS order fulfillment processes are CPU intensive. BPCS HiVolume can improve all processing performance on the iSeries by offloading the interactive validation tasks, and by managing the data synchronization using background jobs.

**24/7 Availability** All order processing occurs on PC servers which remain accessible when the I-Series require maintenance.

**Cost Reduction with high levels of customer service levels** the ease-of-use and speed and accuracy of the product improves the productivity of staff resources on order taking, while service levels to customer are retained at a high level.



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## Benefits (continued)

### *Fast implementation -*

Installation and training is rapid, and there is minimal impact on the existing BPCS configuration.

*Robust interface to BPCS -* The integration engine is field proven. At numerous client sites, this engine has been reliably posting over a hundred thousand order lines a day, every day, for over two years.

## BPCS HiVolume Solution Set

The BPCS HiVolume Solution Set consists of a series of products delivering increased productivity in the order fulfillment operation. At the core is the BPCS HiVolume server that can reliably transact order data from the Microsoft Windows based user interface and provides APIs to external order entry systems.

*Members of the solution set are:*

### *High Volume Order Entry*

High Volume Order Entry is designed for rapid order capture. Keystrokes and panel changes are minimised. The PC Server provides fast responses, but not at the expense of iSeries performance. Features such as order cards and standing orders allow for quick processing of standard orders. History checks enables the order taker to have visibility on the buying patterns of the customers.

### *Order-to-Invoice*

This product is designed for rapid order fulfilment. The GUI front end is simplified and functionally enriched to better streamline the order fulfilment cycle. Features include pick confirm by pick number, undo pick release, reprint pick slip, pro-active picking and automatic fair share of stock. The whole Order Processing Cycle can function independent of the iSeries, therefore significantly reducing the load on the iSeries and providing speedy responses.

### *TeleSales*

This option enhances Order-to-Invoice by providing call list and scheduling functionality prompting the tele-seller to contact customers. Customer contact and personal details are directly available to the teleseller, while access to customers' buying patterns can assist in up- and cross-selling.

### *Load Building*

This option fulfils the need for flexible and quick load building and re-building. This supports business environments where loads need to be optimised in a rapidly changing delivery situation. Load Build is an enhanced version of BPCS' OLM.

### *External Order Interface*

The external order interface can interface orders from any order entry system into BPCS. By using the replication engines fast and accurate updates of the order files in BPCS is ensured.

### *Van/Route Reconciliation*

This offers full van (out of truck) selling capabilities with route reconciliation functionality. Van/Route Reconciliation enables inventory sales off the vehicle with either manual or automated (via interface capabilities PDA systems) reconciliation. Returnable products such as crates and pallets can be tracked and accounted for through Van Reconciliation.

## Technical Information

BPCS HiVolume uses established PC Server and iSeries technologies to provide the responsiveness and robustness that clients require.

BPCS HiVolume significantly reduces the processing load from the iSeries, as it replaces the order processing workload.

BPCS HiVolume supports the use of Microsoft SQL Server, Oracle®, Sybase® SQLAnywhere database technologies.

Offline capability enables order processing to continue even when the iSeries is unavailable.

Synchronization engines automatically resume posting once communications are re-established, ensuring data integrity between the BPCS HiVolume PC Server and the BPCS database on the iSeries.

Available for BPCS 6.0.04 and BPCS 6.1. Availability on BPCS 8.1 in the first quarter of 2003. Uses Lansa technologies for rapid product development and product Enhancements.

## Technical and Ongoing Support

Leading Edge Solutions provides 8 x 5 support through the helpdesk.

For more information on BPCS HiVolume solutions, contact your Leading Edge Solutions representative.

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