Case Study: Fulfillment

AVID, Advancement Via Individual Determination, is an elementary through postsecondary college readiness system that is designed to increase schoolwide learning and performance. AVID utilizes a single Saddle Creek Logistics Services distribution center for timely and cost effective delivery to institutions across the country.

The Challenge

AVID's system is comprised of printed materials, DVDs and related kits that have been adopted by nearly 4,500 schools in 47 states and 16 countries and territories. AVID had relied on its printer and replicator to provide its warehousing and fulfillment services. However, with the growth in AVID's training materials, seminars, and customer institutions, its printer-turned-fulfillment provider was unable to handle the complexity and quality requirements associated with AVID's business.

The Solution

Saddle Creek transitioned AVID's entire inventory from its printer to a single distribution center. During the transition, Saddle Creek ensured that every AVID item was properly bar-coded so that it could be inducted and controlled by Saddle Creek's order management system. Saddle Creek worked with AVID to document and optimize the kitting process. Saddle Creek also streamlined the analysis and "re-receiving" of product that was returned from AVID seminars. In addition, Saddle Creek reengineered the order transmittal process by working with AVID's ERP vendor to integrate Microsoft Dynamics GP utilizing the Saddle Creek system APIs.

The Results

AVID was able to retake control of its inventory and order accuracy through Saddle Creek's comprehensive work processes and order management system. AVID was able to streamline and enhance the order transmittal and order closing acknowledgment processes. Through the on-line, web-based views of Saddle Creek's order management system, AVID now has complete and total visibility of its warehousing and fulfillment operation.

AVID
Proven Achievement.
Lifelong Advantage.

Industry:
Education

Business Profile:
AVID is a non-profit, proven college-readiness system that closes the achievement gap.

Quick Facts:
> Implemented in approximately 4,800 schools in 48 states
> Serves more than 425,000 students in grades 4-12 and students in 24 postsecondary institutions
> Increases the number of students who enroll in four-year colleges

" Saddle Creek has greatly improved our inventory accuracy and the quality of our fulfillment. Our partnership enables us to strengthen our connection with our clients in a way that furthers our mission.

Cory Suarez
ASST. PROCUREMENT DIR. - AVID

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