



**NUCLEUS**  
RESEARCH

# ANATOMY OF A DECISION: SAVANT SOFTWARE

ANALYST

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## THE BOTTOM LINE

Nucleus interviewed Savant Software Warehouse Management System (WMS) customers to understand the primary drivers behind the selection. Users cited the vendors' ability to improve order fulfillment, manage inventory effectively, and integrate with Acumatica as the primary drivers behind the software selection. One supplement manufacturer improved inventory accuracy by 23 percentage points with Savant Software's inventory management functionality. One materials manufacturer anticipates it will enhance control over its manufacturing and distribution operations by natively integrating Savant with its ERP.

## OVERVIEW

In the modern business landscape, the role of warehouses has evolved due to new expectations and challenges surrounding labor, logistics, and customer service. With increasing demand for faster and more accurate order fulfillment and growing supply chain complexity, organizations no longer deem warehouses just storage facilities where goods flow in and out but a place where organizations can drive value in streamlining order fulfillment, optimizing inventory, and network design. The ability for organizations to change processes or spin up new warehouses quickly is vital to an organization's agility and ability to pursue and support new business lines. This demands heightened intelligence and efficiency in inbound and outbound processes, inventory management, and order fulfillment.

WMS technologies offer the functionality to optimize picking and packing processes, automate material handling, and track material and components. Real-time data synchronization from ERP, order management, manufacturing execution systems (MES), and shopfloor control systems can improve the accuracy of up-to-the-minute insights into inventory levels, order statuses, and storage configurations. The adaptability and scalability of a modern WMS platform allow organizations to adjust to volatile demand, such as fluctuating order volumes or evolving storage requirements for raw materials and finished goods. WMS vendors such as Savant Software provide manufacturers with the tools to effectively manage inventory, track raw materials, and optimize storage locations to improve an operation's efficiency, accuracy, and adaptability.

## SAVANT SOFTWARE

Savant Software WMS caters to organizations of all sizes in the manufacturing and distribution industries. The platform offers a scalable approach with three core platforms: WMS Lite, Pro, and Enterprise, all designed on a unified code base, database, and user interface/experience (UI/UX) design. Savant employs a "Land and Expand" approach, allowing users to transition to additional features as operational needs evolve seamlessly. Savant Lite is tailored for SMB-sized warehouses, covering fundamental WMS functions with barcode scanning and mobile technology for efficient inventory and order management. This scalable solution facilitates integration with ERP systems and supports various mobile devices. Savant Enterprise provides modular functionality tailored to growth trajectories for enterprise-level organizations, including features such as Container Tracking, RMA processing, box-building algorithms, Shipping Manifest automation, and ASN integration. The three platforms support IoT hardware integrations from leading providers like Honeywell, Zebra Technologies, and Newland AIDC.

## WHY SAVANT?

Nucleus interviewed Savant Software customers to identify the primary selection factors behind its WMS solutions. Customers reported Savant Software's ability to manage inventory effectively, improve order fulfillment, and native ERP integration as the key drivers.

- **Inventory Management functionality.** A supplement manufacturer chose Savant WMS to optimize warehouse operations and inventory management. With Savant, the manufacturer can run daily inventory reports and create detailed drill-down reports to identify and resolve

discrepancies, helping the manufacturer improve inventory accuracy from 65 percent to 97 percent. Additionally, Savant's ability to track volumes within barrels of raw materials provides the organization with insights into inventory levels to precisely control raw material usage and track production volumes.

- **Ability to improve order fulfillment.** An apparel manufacturer selected Savant Software to enhance its order processing and fulfillment capabilities. Savant's ability to integrate point-of-sale (POS) data into barcode scans gives warehouse workers visibility into inventory availability as they fulfill orders to optimize picking routes and avoid stockouts. Additionally, Savant's package management functionality can enable the manufacturer to stage packed orders in the warehouse for months before shipping. The manufacturer can optimize warehouse space utilization while controlling order release timing to maximize warehouse space and deliver orders with high accuracy and efficiency.
- **Native ERP Integration.** A materials manufacturer selected Savant WMS to gain control over its manufacturing and distribution digital operations. By integrating Savant natively its ERP system, Acumatica, the organization can access real-time manufacturing data with Savant warehousing data to enhance visibility across inventory, production scheduling, and order fulfillment. This integration allows the manufacturer to track orders from production through delivery, ensuring items are not shipped prematurely. With manufacturing and warehouse data unified on a singular platform, the organization can make better data-driven decisions to optimize workflows and inventory management.

## CUSTOMER EXPERIENCES

Nucleus interviewed multiple Savant Software manufacturing customers to investigate the anticipated outcomes of deploying its WMS platform.

### SUPPLEMENT MANUFACTURER

This US-based supplement manufacturer employs 100 individuals and generates \$15M in revenue. The decision to seek a new WMS stemmed from the organization's challenges with its existing Microsoft WMS, which was restrictive regarding users and transaction volume and incurred frequent errors, leading to inefficiencies in shipping and invoice confirmations. Additionally, customization within the system was costly. With Acumatica as its ERP solution, a WMS that could integrate with Acumatica became imperative. The desired WMS needed to manage multiple warehouses and locations, facilitate offsite transfers, manage inventory effectively, and be transparent when handling product movements, primarily through quarantine locations. Savant WMS became the preferred choice due to its user-friendly interface, ability to accommodate unlimited users without compromising functionality or customization, Acumatica partnership, and strong support services.

The implementation process spanned four months, concluding in June 2019, and remained within budget. With Savant, the supplement manufacturer improved its handling of transfers and the management of products within quarantine areas while allowing workers to move products between locations, facilitating a quicker and more organized workflow. Savant Software allowed the organization to create a Universal Product Code (UPC) system to enhance the accuracy of tracking products and simplify the entire inventory management process, providing a standardized method for identification and tracking. In this dynamic environment, where changes in warehouse layouts or product storage are common, Savant's flexibility allowed the manufacturer to adapt quickly and ensure that the warehouse layout aligns with the evolving needs of its business. Savant's reporting features enabled the

manufacturer to run daily inventory reports, providing real-time insights into inventory levels and accuracy. Monitoring inventory discrepancies and creating detailed drill-down reports allowed the organization to improve inventory accuracy from 65 percent to 97 percent. Additionally, Savant's inventory management functionality can track inventory within barrels of materials, such as Vitamin C, allowing for precise control over the usage and tracking of raw materials in production.

## MATERIALS MANUFACTURER

This US-based materials manufacturer designs venting systems and components. The organization currently employs 150 individuals and generates \$25M in revenue. Before implementing a WMS, the materials manufacturer faced challenges transitioning away from a third-party logistics (3PL) provider shipping technology, Veracore. It could not connect its legacy ERP and WMS system to Veracore, making it impossible to consolidate manufacturing and distribution data onto a unified platform. When searching for a modern WMS solution, the manufacturer sought a platform that could integrate out of the box with its Acumatica. The organization ultimately chose Savant WMS for its comprehensive offerings, active involvement of higher-ups in day-to-day operations, robust senior deployment team, competitive pricing, and Acumatica partnership.

The implementation process is set to commence in January 2024 and should be completed within a few months. Critical aspects of the implementation include incorporating barcoding and scan guns into its warehouse operation, with a strategic plan to take over the distribution center internally as the 3PL contract concludes. This phased approach involves implementing the WMS and keeping it dormant until fully ready to transition operations seamlessly. The adoption of Savant WMS addresses the organization's current IT challenges and positions it for a more efficient and integrated future in manufacturing and distribution.

## APPAREL MANUFACTURER

This Canadian-based apparel manufacturer employs 100 individuals and generates \$10M in revenue. Before adopting a WMS, the manufacturer faced challenges with its current in-house software, developed two decades ago and is now at the end of its life cycle. Additionally, the software's dependency on an on-site developer for support, coupled with the difficulty in hiring and retaining IT staff during the challenging times of COVID-19, prompted the need for a more sustainable WMS solution. Though highly customized, the existing system posed a tight balance between adapting new processes in the warehouse, such as implementing a new picking algorithm to ensure the software met the organization's capabilities. Any process change can affect multiple facets due to tens of thousands of lines of code. The organization sought a modern WMS platform with highly customizable, seamless integration with its ERP solution, Acumatica, and serialization functionality. Several vendors were considered, including Fusion, RIC Group, Körber, and Warehouse OS.

Savant Software was ultimately chosen due to its partnership with Acumatica, advanced software capabilities, extensive customization options, and the ability to communicate with other applications. Features like serial and container tracking, packing modules, built-in POS in barcodes, tiered approach, box builds, RMAs, and the ability to manage packages are expected to be implemented. The projected go-live date is April 2024, and the organization anticipates it will improve order fulfillment by integrating POS data into barcode scanners and optimize space utilization through Savant's package management functionality.