

CASE STUDY

SPOTLIGHT: Burlington

Improving supply chain performance through vendor collaboration



Burlington Stores, Inc., a leading off-price apparel and home product retailer, faced rising costs from non-compliant shipments to its distribution centers as the company continued to increase the number of its stores nationwide.

Burlington Stores needed an effective vendor-compliance system to help them hold vendors accountable to shipping requirements, reduce shipping errors, and improve the flow of merchandise through their supply chain operations.

BURLINGTON STORES AT A GLANCE

592 retail stores in 45 states and Puerto Rico

\$6.6 billion in sales

40,000 employees

Top 50 Retailer in best fusing IT solutions with corporate vision (RIS News)

THE CHALLENGE

Reduce shipping errors and vendor non-compliance contributing to rising costs.

REAL-WORLD RESULTS

With the Traverse platform, Burlington Stores

- **Increased** distribution center capacity
- Reduced distribution cost per unit by **8 percent**
- Boosted distribution center productivity by **14 percent**
- Cut distribution center cycle time by more than **40 percent**
- Eliminated **63 percent** of problem shipments

Time intensive trouble shipments

Burlington's issues with vendors' shipments included improper merchandise packing; misprinted packing slips; incorrect style, color, and size substitutions; damaged goods; and late shipments.

These trouble shipments had to be removed from the normal processing flow. Additional staff, space, and resources were required to resolve the problems, and this was preventing the company from achieving its strategic plan of reducing costs while improving service levels.

"The Traverse platform was directly responsible for reducing costs and for a marked reduction in trouble tickets. It improved distribution center productivity, flow, and service levels, and it significantly reduced our returns to vendors, leading to more productive use of floor space."

Al Soltanian, Project Manager

A healthy partner ecosystem

Burlington realized that to resolve these issues they needed to collaborate more effectively with their vendors. The Traverse platform automatically aggregated data from Burlington's disparate systems to generate a unified view of their entire supply chain system. Leveraging the platform's capabilities helped Burlington not only pinpoint an array of vendor routing, shipping, and packaging violations but also monitor and manage all variety of shipment problems. As a result, the company was able to quickly improve the flow of distribution-center shipments to its stores – a critical requirement for achieving its goals.

The enhanced visibility provided by the Traverse platform enabled Burlington to effectively communicate with vendors as soon as they identified shipments that were out of compliance. As vendors began to comply with basic requirements, such as carton markings and consistent packs, Burlington was able to achieve vendor compliance with other requirements that were more specific to their business.

The net result was a dramatic reduction in the number of trouble shipments, increased fill rates, and ongoing improvements in supply chain performance.

The Traverse platform transforms the operational center of any business from a cost center into a margin contributor.

✓ No Integration Needed

Our platform requires minimal data wrangling and zero integration to get started. You provision access to the necessary data, and we handle the rest.

✓ Reduce Supply Chain Days

A unified view of your supply chain performance presents opportunities for continuous improvement, resulting in a reduction in supply chain days.

✓ Out-Of-The-Box Collaboration Tools

Great supply chains depend on great partners. The Traverse platform includes tools to align your entire partner ecosystem towards meeting your goals.

✓ Automated and Manual Auditing

Our supply chain audit tools automate reporting and streamline communication with trading partners. Access a secure database for compliance information and create an unlimited number of manual and mobile audits.

✓ Business-Speed Performance Monitoring

Fully automate identification and reporting on events that disrupt the flow of merchandise and add avoidable costs that reduce overall profitability.

✓ Fortress-Level Data Security

We offer secure IT hosting of client applications and hardware, including foolproof backups of critical business data.



Build a more consistent, predictable, and profitable supply chain.

Contact Traverse Systems at: info@traversesystems.com.

ABOUT TRAVERSE SYSTEMS

Traverse Systems is an interdisciplinary team of engineers, operators, and industry experts who work day-in and day-out to build best-in-class enterprise solutions that redefine business partnership management and supply chain success.

For 18 years, we have served some of the world's most respected brands including CVS, Burlington Stores, Pep Boys, Tractor Supply, Kohl's, and more.

Markets and consumer expectations are changing rapidly, and old operational models are breaking under the pressure. Our job is to mitigate those risks with technology and expertise that optimizes performance and execution.

Traverse Systems is proudly based in Sugar Land, Texas. To learn more, please visit: www.traversesystems.com.