



Ivanti + Dorman

Picking inaccuracy
reduced by

86%

Time to train new
employees cut by

50%

Increased productivity
and accuracy for one of
their largest customers by

15%



Company: Dorman

Location: Colmar, PA

Website: dormanproducts.com

Industry: Automotive Replacement Parts

Dorman Products is a leading supplier of original equipment “dealer exclusive” automotive and heavy-duty replacement parts, automotive hardware, brake parts, and fasteners to the Automotive and Heavy Vehicle Aftermarkets.

Solution Partner: Procensis is a leading mobility and network design solutions provider focused on the latest network, device and convergence technology to help businesses achieve the most effective workflows, and ultimately, gain a competitive edge.

Solutions:

- Ivanti Velocity, powered by Wavelink™
- Ivanti Speakeasy, powered by Wavelink™
- Ivanti Avalanche, powered by Wavelink™

Identifying the Problem

Dorman Products had implemented a previous voice solution for their distribution centers, but it had not improved accuracy and required intensive training and management. Looking for other solutions, Dorman enlisted Procensis to help.

Problems to solve:

- Improve accuracy
- Low employee morale due to the clunky existing technology
- Efficient training and implementation of the solution for employees

“Radar picking was our vision, ensuring that the system and not the human was driving our accuracy. We wanted to have a signal to drive our pickers to a location, pick the correct quantity of parts, so they could go to the next location. We wanted to eliminate non-value added steps.” – *Monty Burrell, Director of Operations, Dorman Products*

Procensis recommended that Dorman implement these Ivanti solutions: Velocity, Speakeasy, and Avalanche.

Results with Ivanti:

Picking inaccuracy was reduced by 86%

“Within three weeks we reduced our incorrect item picked by 86%. 86%! And they’re still getting used to the system. We’re running around 99.91% of picking accuracy. The goal within 6 weeks is 99.95%. And I am confident we will get there.”

— *Monty Burrell*

Time-to-value in minutes...not months

“Our previous solution, it took weeks of development, procedures, cheat sheets, and after we had all that we had to go into training them, and it was several hours of training for each user. But with Ivanti Speakeasy...15 minutes of a quick overview.” — *Monty Burrell*

15% increased productivity for one of Dorman’s largest customers

“We looked at one of our top 4 customers, and compared a December 2017 snapshot versus just last week - beginning February 19, 2018. We improved productivity by 15% with that one customer in picking.” — *Monty Burrell*

Improved Android user-experience

“In the past, you had to use the function keys to navigate through your processes. With Ivanti Velocity, Procensis was able to take out the fields that we don’t use, highlight the fields we do use, make them bold, make them stand out in different colors. Some of that has even been driven from user-requests. They turned all the function keys into buttons. So they’re navigating, instead of F3 back, they’re hitting the button that says ‘Back’. For the new user, it just makes sense. It works just like your phone, so it’s great.” — *Greg Bowen, OpEx Engineer, Dorman Product*

* Note: Dorman’s results are specific to its total customer environment / experience, of which Ivanti is a part. Individual results may vary based on each customer’s unique environment.



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