

How D&H Distributors Optimized Labor Costs and Productivity with ProTrack



INDUSTRY Technology Distributor
Company D&H Distributing
Location Harrisburg, PA

AT A GLANCE:

Challenges

- ▶ Inefficient, manual workforce performance tracking
- ▶ Delayed reporting leading to incomplete operational visibility
- ▶ Limited access to real-time performance insights
- ▶ Limited analytics capabilities for optimizing workforce efficiency and supply chain performance

Benefits

- ▶ Boosted productivity by 12% across all distribution centers
- ▶ Reduced associate replacement needs by 13%, improving workforce stability
- ▶ Improved manager-associate engagement using real-time performance data
- ▶ Gained actionable insights into direct and indirect labor time for process optimization

OBJECTIVES:

D&H Distributing, a fourth-generation family-owned technology distributor, aimed to address inefficiencies stemming from manual workforce performance tracking and delayed reporting. These challenges led to incomplete and delayed data, reducing operational visibility and hindering effective decision-making.

To maintain its reputation for rapid order fulfillment and exceptional service, the company sought a solution to provide real-time performance insights, validate operational standards, and optimize workforce and supply chain operations through advanced analytics.

SOLUTIONS:

D&H Distributing implemented ProTrack by Easy Metrics, a powerful Labor Management System designed to optimize workforce performance and enhance operational efficiency. ProTrack's advanced capabilities provided D&H with real-time performance insights and intuitive tools to streamline reporting and analytics.

The implementation began at D&H's Pennsylvania warehouse and rolled out across all five facilities, with new locations going live every six weeks. This systematic approach ensured a smooth transition and allowed the company to quickly leverage the platform's analytics to drive measurable improvements across its network.

RESULTS:

By implementing ProTrack from Easy Metrics, D&H Distributing achieved a 12% increase in productivity across its five distribution centers, significantly enhancing operational efficiency. Enhanced performance visibility resulted in a 13% reduction in associate replacement needs, reducing turnover and stabilizing the workforce.

ProTrack's accessible performance data strengthened engagement and coaching between managers and associates, fostering a culture of continuous improvement. Additionally, capturing direct and indirect labor time provided actionable insights that helped D&H optimize workflows and identify opportunities for future efficiency improvements.

Easy Metrics fuels digital transformation of our customers by providing financial and performance visibility of their operational data across their network.

Easy Metrics translates time series operational data from multiple data sources into their costs by: process, customer, facility, people, equipment, and automation. Operations and finance leaders use Easy Metrics' cloud platform to analyze, forecast, and manage the cost and performance of their operational business investments: labor, equipment, and automation. As a trusted leader in Operations Financial Management (OpsFM), Easy Metrics empowers leaders to drive operational speed and efficiency, cut waste, prioritize investments, and adopt labor and automation strategies that ultimately fuel the growth of their business.

For more, visit www.easymetrics.com