



## **MITRE 10 *on the Move***

*Melbourne, Australia – November 19, 2007* - A household name in hardware, Mitre 10 Australia Ltd comprises some 600+ Retail Stores – both branded and non-branded – throughout Australia. Their product offering includes approx 20,000 active lines, ranging from the smallest nut or bolt, through to BBQs, lawn mowers apparel and furniture. Each Distribution Centre processes around up to 10,000 order lines per day, peaking at 14,000 during busy periods.

In 2003, Mitre 10 embarked on an ambitious plan to replace all of their enterprise-wide systems with a suite of 'Best-of-Breed' financial, operational and strategic business applications.

Part of this initiative was to source a 'real-time', intelligent warehouse management system that could be deployed into every Mitre10 Distribution Centre throughout Australia, including outsourced facilities.

After a stringent global review process, Australian-based Microlistics was selected as the successful warehouse management solutions provider, and subsequently a project was initiated to implement ISIS Enterprise WMS into Mitre 10's - Wetherill Park Distribution Centre in Sydney NSW Australia.

ISIS subsequently commenced management of this facility in June 2004. Within 3 days of operations, warehouse throughput had exceeded pre-go live rates. In the coming months, casual staff was reduced by some 15 FTE, and overtime was eliminated. Picking accuracy in this Distribution Centre now sits at 99.8 %, or 1 pick error for every 500 lines picked.

Following the success at the Sydney distribution facilities the decision was then taken to implement a similarly configured ISIS solution at the Mitre 10 Brisbane Australia Distribution Centre, including outsourced facilities for hazardous and bulky goods.

Similar productivity and accuracy rates were subsequently achieved at the Brisbane facilities and a plan was then initiated to restructure the Mitre 10 Western Australian business operations to ensure all technology was part of the BOBI strategy that had already been deployed on the East Coast of Australia.

The Perth Western Australia DC is responsible for fulfilling sales orders from all of the Mitre 10 Stores throughout Western Australia.

Within the first day of going live with the ISIS WMS, significant productivity and accuracy gains were realised. Productivity had increased by over 25% by the end of the first week and significant accuracy improvements in picking and Inventory locations had also been achieved.

Microlistics implementation staff was able to come off site as a result after just one week of live operations.

Sound Project Management on both sides together with utilizing current Mitre 10 staff from the East Coast to assist with change management assisted in the training and take-on of the new technology.

One other point which makes this Australia-wide implementation unique is that both the host ERP system (Retek) and the WMS (ISIS) are hosted from the Melbourne head office located in Hallam Victoria. These sites range from 2-4hrs by plane from the Host System.

Both client applications and RF transactions occur in a timely manner with sub - second responses for the radio transactions.

The next phase in the national rollout is the implementation for the new Distribution Centre in Acacia Ridge Queensland where integration to conveyers and pick to voice technology will be introduced.

For more information about Microlistics please contact:

**Mark Dawson**  
Managing Director

M: +61 411 706 710  
P: +61 3 9326 7422  
F: +61 3 9326 7588  
E: [mark.dawson@microlistics.com.au](mailto:mark.dawson@microlistics.com.au)

[www.microlistics.com.au](http://www.microlistics.com.au)