

## case history



company name

**WÖRNDLE INTERSERVICE**

product sector

**Food distribution  
Logistics & Transportation**

employees

**Oltre 250 collaboratori**

products

**Ca. 10,000 products**

website

**[www.granchefpremiumfood.it](http://www.granchefpremiumfood.it)**



# WÖRNDLE INTERSERVICE

## Products of excellence for haute cuisine.

### Replica Sistemi's solutions

- WMS StockSystem

Hardware:

- Voice
- Proglove – Wearable Scanner
- Handheld terminals

Wörndle Interservice has specialized for over 50 years in the distribution of products for high catering: fresh, ultra-fresh, dry, frozen, and more, designed to satisfy the needs of any restaurant and hotel.

In Italy it is known through the GranChef brand, synonymous with innovative products of proven quality.

Since 2021 the firm has used the WMS StockSystem integrated with Voice technology, Wearable Scanners and handheld terminals for the management of logistics flows.

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### Customer needs

In October 2021 Wörndle Interservice inaugurated a new logistics centre in Castenedolo (BS), from where it is able to serve the entire Italian market.

#### LOGISTICS CENTRE

The Castenedolo plant is structured as follows:

- total surface: 31,500 sqm
- covered area: 11,355 sqm
- refrigerated area: 6,300 sqm
- frozen area (-20°C): 2,400 sqm
- loading/unloading bays: 16
- Pallet places on shelf: 8,500

Product management:

- References: ca. 8,500
- Orders: over 2,000/day
- Picking: 9,000 lines of order/day

#### LOGISTICS NEEDS

Different types of food products are handled in the logistics centre - dry, fresh, ultra-fresh and frozen -, for which maximum security, quality and traceability must be guaranteed throughout the whole supply chain.

These are also temperature-controlled goods that require different temperatures, and therefore different solutions.

The main problems were:

- timely management of traceability / tracking;
- smart management of picking / reception of goods of fixed and variable weight;
- timely labeling of shipping packages with informazioni relevant for the deliver;
- cross-docking package management between platforms.

### Why Replica Sistemi?

The answer of Roman Tschimben  
General Director Wörndle Interservice:

*«The plant in Castenedolo is designed so that all stocking and refilling occurs in separate aisles and that these two activities can be done at the same time as picking. The variables involved are many, as are the requirements at the software level. StockSystem by Replica Sistemi turned out to be the most suitable WMS and the results achieved in terms of operativity and efficiency proved us right.»*

### the Project

The Castenedolo plant was the starting point for the development and launch of the StockSystem project, which was later implemented in the other two logistics centres of Wörndle Interservice in Bolzano and Percha (BZ).

#### TIMING

- **February 2021** – choice of the software
- **March** – analysis
- **April** – installation
- **September** – training
- **October-November** – go-live
  
- **March 2022** – ISO 9001:2015 certification through QualityAustria
- **May** – WMS installation in the Percha warehouse
- **November** – go-live WMS installation in the Bolzano warehouse and start of the „Cross-Docking” project

#### PECULIARITIES OF THE PROJECT

The challenge was to find the best technology for each situation, rather than a single solution for all warehouse operators.

The introduction of different technologies allows them to pick the most fitting choice in the picking phase, thus optimizing the whole process.

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Three technologies were introduced:

- Traditional **handheld terminals** with video keyboard and laser, to be used within the warehouse;
- **ProGlove**: bluetooth gloves with laser reader placed above the hand, through which information can be read in real time, helping the operator in picking activities. This is the solution chosen for a smart management of picking/reception of fixed and variable weight goods;
- **Voice**: vocal terminals, especially useful for picking in the dry products area, a particularly fast-paced activity.

Another issue managed by StockSystem regards the timely labeling of shipping packages: each picked article gets immediately re-labeled by the system, facilitating the material delivery phase.

Automations were also created for the phases of:

- meat products weigh-in
- fish \ variable weight materials picking

Lastly, Replica Sistemi optimized the cross-docking management of packages between platforms.

### Advantages

The most evident advantage is a significant increase in **productivity**:

- workforce of around 60 people;
- picking of 9,000 lines/day;
- ca. 20,000 picks.

There was a 25 percent increase in productivity during the summer seasonal peaks: the same volumes as the previous year were handled by fewer operators.

The operators responded very positively to the proposed operation and immediately showed familiarity with the terminals used.

Further advantages:

- **Real-time inventory**
- **Certainty of stocking**
- **Management of expiration dates**
- **Traceability/tracking** of products (including the ones packed in the warehouse)

### Future steps

The implementation of carton and packaging control stations equipped with scales is now in the planning stage.

These weighing stations will highlight any discrepancies between the theoretical weight of the products, which should be contained in the carton, and the actual weight found by the scale. A software will be implemented and installed on the control \ packagin station and, through integration with the scale, it will send "alerts" to the operator in case of discrepancies.

Wörndle is also evaluating the implementation of softwares Delivery and EasYard, for planning shipments and managing yards.

*"We are satisfied with what we have done so far, but since we are perfectionists we want to keep improving. For 2024 we aim at growing further, of over 10%, thanks to customer increase. These results are possible because of excellent teamwork and great partners."*

-Roman Tschimben