

## CASE STUDY: eoPick



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### The Company

Comer Distributing Company was founded in January 1971 by H. Leon Comer, Sr., after acquiring the Joseph Schlitz brands from Mr. B. B. Aycock, who had operated B.B. Aycock Beverage Company since the early 1930s. Before starting Comer Distributing, Leon worked as the General Manager of the A-B distributor.

Comer started as a small, 250,000 case operation with only three routes. During the early years at its original location, 414 Pendleton Street, Comer employed five workers. Today, 50 years later, Comer has 78 employees and sells over 1.78 million cases a year on 14 routes. The company is currently under the leadership of H. Leon "Chip" Comer Jr., who has worked in the family business since 1971.



## eoPick Reduces Mispicks, Gets the Crew Home on Time

Comer's long history of excellence has allowed the company to build solid relationships with the big players, large chains where pallet mix is expected to be on time and 100% accurate or take it back. Usually, a piece of cake, order accuracy began to slip as the increased SKU mix, and growing order volumes became more challenging to handle with just paper pick sheets from a print kiosk.

"We needed to improve accuracy, plain and simple," said Brent Darling, Director of IT and Office Operations. "We had increased work from mispick, and we also stood the risk of damaging our reputation for quality. We were

at risk of being required to validate at delivery. Plus, our two warehouse managers had to spend 2 to 4 hours each every day on QC of each pallet."



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eoPick came to the rescue. Activated by hands-free voice recognition, eoPick improves the picking process by dispatching pallets wirelessly to the picking crew, increasing speed, accuracy, and safety. For enterprise-level distributors managing thousands of orders a day, integrated Palletization capabilities allow distributors to build optimal pallets and loads without the overhead of exports and imports, further reducing costs and increasing productivity.



“What’s more, **we’re able to use pickers in other places** in the warehouse, wrap pallets, load truck, etc. We run one picking shift with eight pickers. In the summer, they worked until 8 or 9, and now they are going home around 6 or 7. They are hitting their **performance goals** and **receiving incentive**. It’s a **great outcome**.”

“Testing and rolling out eoPick was easier than expected,” continued Brent. “It did require us to change our thinking; we didn’t want to automate a flawed process. Instead, we needed to rebuild the process.”

**The results were pretty much amazing, reducing mispicks by more than 90%.**

“An individual picker would have 50 to 60 mispicks per week and now might have 6,” says Brent. “As a company, we reduced mispicks from over 300 to 20. We now only audit pallets after picking if the weight is off; we no longer audit each pallet. That’s a huge time saver.”



**eoStar**

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