



CUSTOMER STORY

**How a Leading HVAC
Distributor Reached
99.6% Order Accuracy
While Automating 70%
of Small-Item Picks**





OVERVIEW

A leading plumbing, HVAC and industrial distributor runs a hub-and-spoke network that keeps regional branches stocked for next-day pickup. As demand and SKU complexity grew, the company modernized its distribution model around Tecsys WMS and AutoStore automation, moving from manual, travel-intensive picking to a high-throughput operation with near-perfect order accuracy.

CUSTOMER

A leading plumbing, HVAC and industrial distributor (name withheld at the customer's request)

INDUSTRY

Plumbing, HVAC and industrial distribution

MODEL

Hub-and-spoke network with a central distribution center and regional branches

SCOPE

28,000+ active SKUs; daily branch replenishment for next-day pickup

TECSYS SOLUTIONS

Tecsys WMS with AutoStore automated storage and retrieval system (AS/RS), configured through Itopia®

The vision

The distributor's warehouse operations had long run on a legacy ERP-based warehouse management module that limited visibility, scalability and automation readiness. As the business grew, that constraint became harder to work around: picking remained manual and travel-intensive, labor was difficult to hire and retain, and the existing technology could not support the automation the company needed to keep pace with demand. Leadership concluded that continued growth required a new warehouse model built for efficiency, flexibility and visibility across the network.

Why Tecsys

The distributor selected Tecsys WMS as the operational backbone for a greenfield distribution center, choosing it for its mature functionality, its track record in complex multi-site networks and its ability to orchestrate automation through native integration. That combination gave the company a platform built to support both its hub-and-spoke model and the automation it planned to add.

The solution

At the center of the new distribution center is an AutoStore automated storage and retrieval system: 20 robots managing thousands of storage bins and presenting products directly to operators rather than requiring staff to travel the warehouse floor. Tecsys WMS orchestrates that automation directly, synchronizing inventory, order management and the AutoStore system in real time, while also automating cartonization using volumetric data and managing dynamic tote replenishment to keep robotic picking uninterrupted.

Itopia's low-code capabilities let the distributor configure workflows and reports without custom development, extend data models as operational needs change, and connect with internal systems and supply chain partners through open APIs. Role-based access controls keep data access aligned to each user's responsibilities.

Results

- **Faster, more reliable fulfillment**

The distributor now operates 24/5 with same-day processing for next-day branch replenishment, giving every branch consistent, predictable restocking.

- **Near-perfect accuracy**

Order accuracy stands at 99.6% across all picks, reducing the mispicks and stockouts that previously disrupted branch fulfillment.

- **Automation at scale**

70% of small-item picks are now automated through AutoStore, easing the labor constraints that come with hiring and retaining warehouse staff.

- **A stable, supported workforce**

Automation has enhanced rather than replaced the distributor's workforce. A stable, experienced team continues to oversee operations, supported by modern tools and data, preserving the retention and institutional knowledge that keep quality consistent across shifts.

- **Full visibility, built to scale**

The distributor now has visibility into its operations it never had under the legacy system, cutting the stockouts and mispicks that came with manual tracking. Because the distribution center was purpose-built around Tecsys WMS and AutoStore, that same foundation can absorb additional volume and complexity as the business grows, without requiring another platform change.

Customer experience

01

Automation

With a unified WMS and automation environment, the distributor can process daily order volume reliably, supporting next-day availability for critical products.

02

Reliability

That reliability has reinforced the company's reputation among contractors and branch partners as a trusted, responsive supplier.

Looking ahead

The greenfield distribution center and Itopia's configurability give the distributor room to keep growing without rebuilding its technology foundation. Leadership sees Tecsys WMS and AutoStore as the foundation for continued growth across the branch network.

About Tecsys

Tecsys is trusted by mission-critical organizations in healthcare and distribution to power resilient, efficient and secure supply chains. A global provider of cloud-based, AI-driven software with deep domain expertise, Tecsys delivers real-time operational visibility and execution across critical workflows when performance and reliability matter most. Tecsys is publicly traded on the Toronto Stock Exchange (TSX: TCS).



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