

Kenton Brothers Assists Industry Leader in Maximizing Customer Service & Efficiency

❌ PROBLEM

Glazer's (glazers.com), based out of Dallas, TX, is one of the country's largest distributors of fine wines, spirits and malts.

Established in 1909 and family-owned and operated, Glazer's



has 40 offices in 11 states and is committed to becoming the industry leader in maximizing customer service and efficiency.

It is essential to Glazer's that the products they ship to their customers are both accurate and timely. When a discrepancy arises, Glazer's must be able to verify the accuracy of the original order and provide visual verification to the customer through the use of video-capturing technology.

Under the system that existed, if a customer identified a potential fulfillment error, the process was tedious, time consuming and costly. It required a Glazer's associate to manually synchronize the existing, low quality videotape with the order timing logs (generated by their order tracking/bar-coding system) in order to confirm or deny the occurrence of a fulfillment error.

ROOT CAUSE

Glazer's system for visually verifying what a customer ordered versus what was shipped was tedious, time-consuming, and costly. The process took as much as three-quarters of a full-time employee per day to effectively address the concerns of customers. This resource load was due to the challenges of the system caused by low image quality and inconsistent synchronization between the existing video and bar-coding systems.

Do you need to bring your security strategy up to date? Contact us for a security evaluation and consultation.

✅ KENTON SOLUTION

Kenton Brothers' solution for this issue was a video-verification system that provided Glazer's with a high quality image of the packing carton and the attached information laden bar-coded label in a format that was synchronized with the appropriate time-stamped order.

Kenton Brothers installed 24 high-resolution, high shutter speed digital cameras.

These cameras are time-coordinated with the bar-coded labeling system and record every full-case and mixed inventory carton as they move along six high-speed conveyor lines on their way to Glazer's delivery trucks.

Now, when a customer identifies a potential fulfillment error, a Glazer's associate quickly pulls up a high quality image of the packing carton and the attached bar-coded label to verify that the order was filled accurately. The process that used to take hours now takes only minutes to resolve.

In addition to the video-capturing solution, Kenton Brothers also installed all components of our Complete Security Solution, including a network-based card reader system that controls access to the Glazer's facility, video surveillance systems for the interior and exterior of the warehouse, high-security locks on all doors, a masterkey system and more.



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Systems for Security