

From Spoilage to Scale: How Intelligent Warehouse Management Delivered 20% Less Waste and 50% Greater Productivity

Client: Pacific Star

Industry: Logistics Operators



Pacific Star
Foodservice | a Sysco partner



Challenge

- Preventing inventory spoilage from expired stock
- Managing shelf life visibility and product traceability
- Improving order accuracy and warehouse productivity

Solution

- Implementing FIFO and FEFO stock rotation strategies
- Replacing manual processes with handheld-driven operations
- Enhancing inventory traceability and decision-making

Results

- Reduced product spoilage by 20%
- Increased employee productivity by 50%
- Enhanced customer service levels



Pacific Star provides tailored food services and solutions to chain and corporate clients with multiple locations. The company excels in menu performance, innovation, variety, and quality while specializing in inventory management and demand planning for both consumable and non-consumable goods. By consolidating all products into a single delivery, Pacific Star ensures efficiency and customer satisfaction.

As part of the Arancia Group, Pacific Star partners with Sysco—the global leader in food service—since 2015. This partnership enables Pacific Star to deliver world-class products, services, and solutions to national and international clients.

Pacific Star continuously refines its complex supply chain operations to deliver innovative services and remain at the forefront of technological advancements.

The company manages and transports over 7,000 products for clients, including restaurants, hotels, cinemas, and casinos, across Mexico, Honduras, El Salvador, Nicaragua, and Panama. It also addresses the specific requirements for handling dry, refrigerated, and frozen goods. To meet these challenges, Pacific Star carefully evaluated and invested in advanced technological solutions.

Challenge: Enhancing visibility and productivity in distribution centers

One of Pacific Star's critical challenges was inventory spoilage caused by stock surpassing its expiration dates, significantly impacting profitability. Effective stock rotation and shelf life tracking of every product became a top priority.

Pacific Star began exploring technological solutions to optimize inventory management in its distribution centers. Their objectives included improving visibility of expiration dates during purchase planning, enhancing inventory traceability, increasing order accuracy and productivity, reducing spoilage, and elevating customer service levels.

After a comprehensive evaluation of various providers, Pacific Star selected Blue Yonder's Warehouse Management System (WMS). Blue Yonder's reputation as a market leader, combined with Argano's proven expertise in successful implementations, reinforced confidence in the solution.

Solution: Advanced WMS closes expiry visibility gap

Before implementing Blue Yonder's WMS, Pacific Star's warehouse processes heavily relied on manual operations. Picking lists were generated and distributed to floor operators who performed tasks such as receiving, storing, replenishing, and shipping goods. Labels were manually applied to picked items using data from the ERP system, often resulting in errors, inefficiencies, and poor inventory traceability. These limitations led to ineffective stock rotation and increased spoilage.

The implementation of Blue Yonder's WMS introduced efficient stock rotation strategies, such as FIFO (First In, First Out) and FEFO (First Expires, First Out), which significantly reduced spoilage caused by improper stock management. Replacing paper-based processes with handheld devices

minimized operational rework and data entry errors. This transition enhanced inventory traceability, allowing for better control over product expiration dates and enabling faster, more informed decision-making.

Pacific Star also improved customer service by ensuring products arrived in optimal condition and on time, supported by streamlined warehouse operations.

Results: 20% drop in spoilage, 50% productivity gain

- Reduced product spoilage by 20%
- Increased employee productivity by 50%
- Enhanced customer service levels

"We had a great experience. The Argano team that supported us during the implementation demonstrated extensive knowledge and professionalism. We've also been very pleased with the post-sale service, including support for issue resolution, conflict management, and additional training needs. This level of service has proven highly effective for our operations."

IT Department
Pacific Star

About Argano

Argano is the first and largest Global Specialist Consultancy exclusively focused on the design and delivery of High-Performance Business Operations with our AI-forward approach to transformation. We pioneer intelligent and connected solutions for our clients' operational environments across customer engagement and service, revenue management, finance and planning, supply chain, and workforce optimization, driving both efficiency and the agility to innovate product, service, and organizational design at the speed of today's market. Competitive advantage, cost optimization, customer satisfaction, and sustainable growth are our North Stars and our promise to our clients. Learn more at argano.com.



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