

CASE STUDY

rebus

KraftHeinz

How Kraft Heinz Uses Rebus to Unlock Real-Time Labor Management and Visibility

“Rebus offers a lot more than the standard LMS on the market; it drives additional warehouse opportunities beyond measurements against engineered standards. You can compare warehouses and networks against each other, gain deep-dive views into inventory, and see in real-time how your network is performing.”

—
Erin Mitchell, Head of North American Warehousing, Kraft Heinz

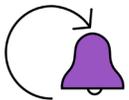


Summary

Kraft Heinz's aging Labor Management System was expiring, and usage had dropped, leaving siloed site data and limited visibility. The company's vast network of internal and 3PL warehouses ran on diverse WMS technologies, complicating performance comparisons and continuous improvement. By replacing the outdated LMS with Rebus Inventory & Process Analytics, Kraft Heinz unified its data, gained real-time insights, and reinforced its pay-for-performance model. Rebus unified labor metrics, streamlined operations, and extended into supply chain and transportation oversight, ensuring the scalability and efficiency needed to maintain a competitive edge.

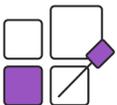


Challenges



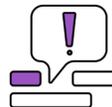
Obsolete Labor Management System

With license expiration looming and minimal maintenance, Kraft Heinz's older LMS no longer offered actionable, enterprise-wide insights.



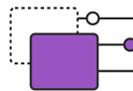
Disparate Systems

Warehouses run on different WMS solutions and technologies, meaning data was siloed and not readily available in a single location.



Limited Access to Key Performance Data

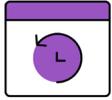
Without a reliable method of pulling consistent metrics across all warehouse sites, HQ could not easily identify inefficiencies or compare site performance.



Inconsistent Standards & Visibility

Pay-for-performance structures were difficult to maintain without modernized, granular tracking. Visibility was further hampered by a lack of unified dashboards.

ROI and Benefits



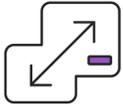
Rapid LMS Replacement

Swapping out the expiring system without losing critical workforce performance metrics.



Granular Labor Tracking

Attribute-based time calculations reinforce site-level productivity and maintain a robust pay-for-performance strategy.



Enterprise-Wide Insights

Network-wide data consolidates performance comparisons, facilitating faster intervention on lagging warehouses.



Scalable, Real-Time Visibility

From appointment compliance to turn times, Rebus eliminates siloed reporting and manual data pulls.

Implementation Strategies

Pay-for-Performance Setup

- Leveraging an attribute matrix, Rebus helped Kraft Heinz avoid having to manage complex engineered standards in-house.
- By specifying travel times and action times, Kraft Heinz preserved the detail necessary for its incentivized pay models without the administrative burden of old LMS upkeep.

Extending Rebus Beyond the Warehouse

- Customer Supply Chain teams use Rebus to coordinate holiday inventory pushes and maintain on-time shipments, even when customer warehouses are shutdown.
- Transportation teams keep leadership informed on shipping progress and volume.
- Leadership gains global views of warehouse performance, with dashboards easily sharable at any executive level.

Visibility into Disparate Systems

- Kraft Heinz granted 3PLs controlled dashboard access, enabling them to track and report on requests that create operational inefficiencies.
- Real-time “drill down” capabilities let executives see performance at a network-wide level or zoom into specific sites, shifts, or even individual operators.

Network-Wide Data Pulls

- Rebus dashboards consolidate warehouse data and highlight metrics like case pick rates or outbound shipments.
- Instead of discreet WMS or LMS data pulls, Kraft Heinz now quickly identifies outliers and compares performance across the network.

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