



Defense Commissary Agency Realizes Immediate ROI With Manhattan Associates' Warehouse Management System

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Agency Able to Reduce Facilities for Significant Savings

Manhattan Associates (Nasdaq: MANH), a leading provider of supply chain execution and collaborative commerce solutions, today announced that its advanced warehouse management system, PkMS(R), provided increased efficiencies that resulted in immediate ROI through the reduction of facilities for the European Region, Defense Commissary Agency (DeCA).

Kaiserslautern Cold Storage (KCS), a 125,000-sq. ft. distribution center in Germany, houses frozen and chilled brand name products for distribution to military commissaries throughout Europe. After going live with Manhattan Associates' PkMS N-tier architecture solution in February 2001, KCS experienced significant improvements in inventory tracking and visibility. These improvements enabled KCS to increase shipments by 9,600 cases per week. PkMS efficiencies and return on investment were a key factor in DeCA's decision to close its contracted distribution center in Flexistowe, England. Within just three weeks of going live with PkMS, the Kaiserslautern facility was able to successfully absorb the volume of the Flexistowe facility. The Kaiserslautern facility now supports the 4,500,000 cases shipped each year.

DeCA chose Manhattan Associates PkMS solution after an exhaustive selection process. "During our market research, we developed a matrix of features and capabilities that we wanted in a warehouse management system. We graded more than 20 vendors in categories such as operating system, hardware, inventory management, labor management and help desk support," said Victor Claar, chief of distribution for the DeCA European Region. "Manhattan Associates rated highest against our criteria, especially in the areas of cost and flexibility. Most importantly, I am quite pleased to say that after the implementation, we were at normal shipping levels immediately -- day one."

During the implementation, Manhattan Associates consulted throughout the testing stages, while the DeCA team took the lead role in training and documentation. Manhattan Associates committed two consultants full time -- including six months in Germany -- to support DeCA's efforts. Additionally, Manhattan Associates committed a project manager to perform supplementary duties and fulfill the government contract requirements and administration.

"Manhattan Associates' delivery model proved it could successfully adapt to DeCA's international requirements. The project provided us with the opportunity to become well-versed in the conditions unique to government contracting -- reporting, code delivery, funding and approval requirements," said Michael Ghioto, project consultant for Manhattan Associates. "Although the implementation required the coordination of numerous teams, Manhattan Associates and DeCA worked closely to ensure its success. What we've learned through this implementation will prove to be invaluable."

About The Defense Commissary Agency (DeCA)

DeCA is the U.S. military supermarket chain. The European Region has 62 stores in 10 countries generating \$423M in annual sales. Employing approximately 3,000 local, national and U.S. employees, the region serves American and NATO force military personnel and their families. It maintains an ever-changing inventory worth \$76M and is the only region in full control of its distribution facilities, using land, air and water transportation routes as needed. It is a logistical challenge unique to this region of the agency.

About Manhattan Associates

Manhattan Associates, Inc. is a global leader in providing supply chain execution and collaborative commerce solutions. These solutions leverage state-of-the-art technologies, innovative practices and the company's domain expertise to enhance performance, profitability and competitive advantage. Manhattan Associates has licensed more than 800 customers representing 1,100 facilities worldwide, which include some of the world's leading manufacturers, suppliers and retailers. For more information about Manhattan Associates telephone 770.955.7070 or visit www.manh.com.

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