

CASE STUDY



HSN Cuts Order Cycle Time by 85% with Advanced GOH System

HSN needed an efficient system to manage high-volume fashion orders, improving speed and accuracy at its Miami distribution center. LD Systems designed an automated garment-on-hanger (GOH) solution to streamline operations and boost productivity.

The Client

HSN, Inc., formerly known as the Home Shopping Network, is a leading TV and online retail company founded in 1982. Known for its unique, live sales format, HSN offers an extensive range of products—from fashion and beauty to home goods and electronics—reaching millions of consumers nationwide.



Results Snapshot



Order cycle time
reduced from 2 hours
to 20 minutes



Order accuracy
improvement



Boost in productivity

THE CHALLENGE

HSN's fast-paced order fulfillment required a highly efficient GOH system to manage a large volume of hanging garments. HSN needed an automated solution to decrease cycle times and improve accuracy, meeting the demands of its high-volume fashion sales.

RESULTS

LD Systems' automated GOH solution transformed HSN's order fulfillment process, significantly reducing cycle times, enhancing accuracy, and increasing productivity.

THE SOLUTION

01



Operations Review

LD Systems conducted an in-depth review of HSN's workflow to identify critical areas for improving speed and accuracy.

02



Layout and Design

The layout was optimized using AutoCAD to incorporate a multi-level hanging garment storage system, maximizing the 85,000-square-foot space for fast and organized access to inventory.

03



Equipment Selection and Installation

LD Systems installed an automated GOH conveyor system featuring accumulation, sortation, barcode scanning, and host interface. This setup streamlined operations and ensured a seamless integration with HSN's fulfillment process.

04



Project Management

LD Systems managed each phase of the project, coordinating design, equipment installation, and training to ensure a smooth transition and minimal disruption to HSN's operations.

DETAILS AND EQUIPMENT

LD Systems tailored an automated GOH system for HSN's fashion order fulfillment needs, integrating advanced sortation and accumulation to reduce handling time and increase picking efficiency.

Storage Solutions and Strategy

LD Systems implemented an advanced storage strategy to streamline HSN's high-volume garment fulfillment:

Automated GOH System: A multi-level garment-on-hanger system designed for rapid access and organized storage. This system features several levels to maximize vertical space, allowing thousands of garments to be stored efficiently while remaining readily accessible. The automated design supports quick retrieval by directing items to designated picking stations, minimizing handling time and reducing cycle times. This setup is ideal for high-demand environments, ensuring that garments move smoothly from storage to sorting, ready for packing and shipping.





Material Handling and Conveyor Systems

LD Systems designed a specialized conveyor and control system optimized for HSN's garment handling, featuring:

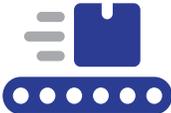
GOH Conveyors: Automate garment transport through picking and packing stations.

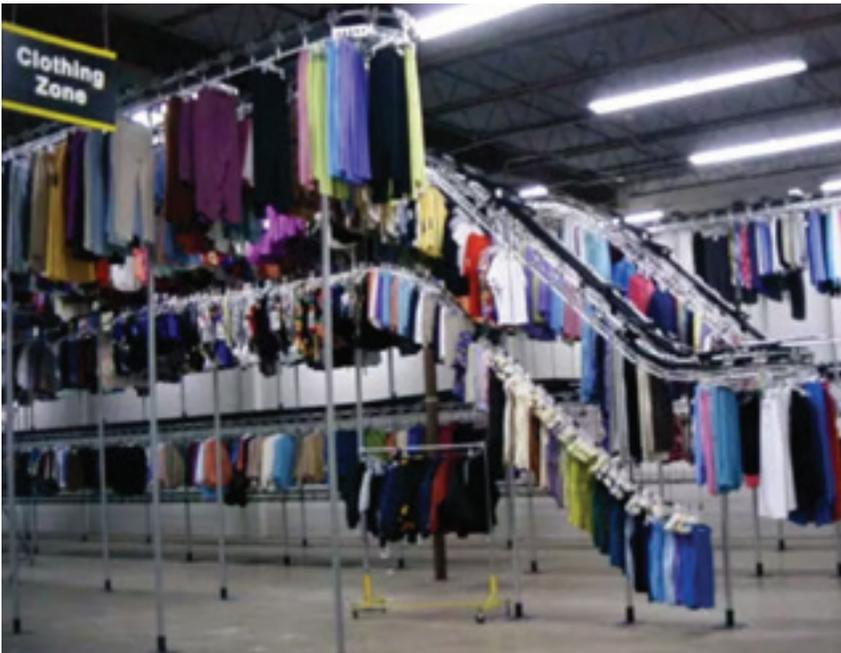
Accumulation Conveyors: Temporarily hold garments to ensure steady workflow.

Sortation Conveyors: Direct items to appropriate stations for accurate order assembly.

Bar Code Scanning: Enables precise tracking of each item, ensuring order accuracy and real-time inventory updates.

Host Interface: Integrates with HSN's order management systems for seamless data exchange, tracking, and process synchronization.





CONCLUSION

With LD Systems' automated GOH system, HSN's Miami facility now operates with enhanced speed, accuracy, and productivity, effectively supporting its high-demand e-commerce and television retail operations.

The Results

- Order cycle time reduced from 2 hours to 20 minutes
- Order accuracy improved to 99.94%
- 50% increase in productivity