ATTABOTICS

CASE STUDY · ASRS FOR PET SUPPLY DISTRIBUTION

Pan Pacific Pet

The distributor raised picking performance by more than 650% and cut its space needs by 40%.

Canadian households added more than 1 million pets during COVID. Demand for food, toys and veterinary products climbed, and with new acquisitions on top, Pan Pacific Pet's Calgary distribution center ran out of room.



650%+
PICKING PERFORMANCE GAIN

40%
LESS SPACE FOR THE SAME SKUS

75%
LESS PICKING LABOR, 20 TO 5

9,000+
SKUS IN THE SYSTEM

The Challenge

Pan Pacific Pet added about 70 vendors and more than 7,000 SKUs in seven years, and its 67,000-square-foot manual facility was full. Its products, from medicines to bagged pet food, ship through every channel: retail stores, veterinary offices and wholesalers. It needed fulfillment that could keep pace with growth while holding picking accuracy and product traceability.

The Solution

Pan Pacific Pet and Attabotics studied the full fulfillment chain to see how products move through the building and which ones suit automation, such as toys, canned food and medicines. The company's proprietary WMS lets operators pick from every functional area at once and send completed picks to consolidation.

The Attabotics system holds about 6,000 subdivided bins, 4 workstations and 10 robots. Orders drop to the ASRS in batches to cut staging time. Operators scan every item at the pick and capture lot numbers where required. Retail customers want like products kept together, so Attabotics added a family-group picking strategy that balances station workload and keeps similar items in the same shipping container.

The Result

Picking performance rose by more than 650%. The space needed for the same SKUs dropped 40%, and the system now holds more than 9,000 SKUs. Picking labor fell 75%, from 20 operators to 5, and orders are completed 40% faster at the accuracy customers expect.

INDUSTRY
Pet Supply Distribution

LOCATION
Calgary, Alberta, Canada

DURATION
Live since 2024

SYSTEM
62.1 x 47.8 x 30.1 ft structure (18.9 x 14.6 x 9.2 m), 10 robots, about 6,000 bins, 4 workstations

WATCH
Pan Pacific Pet customer story
youtu.be/efJbaDPwmTU

> *"Your customer just wants their product, and they want it now. If you identify that and get it to them the most efficient way you can, you are already winning. Attabotics gives us this advantage."*
>
> DOUG THORNE, GENERAL MANAGER, PAN PACIFIC PET