



Case Study: Torrid and VARGO®

Unleashing the Power of Automation to Empower Fulfillment

About TORRID

Torrid is one of the largest direct-to-consumer apparel brands in North America for women sizes 10 to 30, specializing in empowering them with clothing that makes them look and feel good, with an unparalleled fit and experience.

Overview + Challenges

Having grown to over 600 stores worldwide, Torrid's capacity had reached the upper limits of its production capabilities. Despite having invested in equipment and significant labor to attempt to remedy their capacity concerns, their current systems were underperforming and unable to achieve their throughput needs. The Torrid team engaged VARGO® to provide a solution that would help them to increase the capacity of their current automation technology resources and make better use of their labor.

Solution

The VARGO® fulfillment approach sought to unleash the power of their previous investment of automation to increase peak daily throughput, provide significant picking efficiency gains and reduce order cycle times. Many of the changes made to the Torrid operation were systemic with the introduction of COFE®, VARGO®'s proven warehouse execution system, which was able to re-control the existing mechanical elements within its distribution facility (or fulfillment center) but more importantly created sustainable, waveless/continuous flow of picked product through order completion.

Improvements made included:

- *Creating a reserve replenishment methodology to active pick model to replace the existing model.*
- *Removing the existing mechanical buffer system.*
- *Retrofitting the unit sorter system from a sort to chute design to a sort to putwall design.*
- *Introducing COFE® WES to provide and synchronize a continuous efficient flow of product.*

VARGO® worked closely with Torrid's senior leadership on transplanting its adaptable, highly configurable WES, COFE®, into Torrid's existing technology platform and automated equipment...VARGO® also partnered with Matthews Automation and BEUMER Group on the rework of the existing controls and sortation equipment on portions of the system to fit the new waveless design.

By focusing on understanding the process needs and desired results before considering the need for any different automation or mechanical functionality than what Torrid already had invested in, VARGO® was able to significantly impact building throughput and operational efficiencies with limited necessary additional CapEx spend.



Results

The solution delivered by VARGO® not only delivered beyond projected returns, its elements and processes continue to exceed industry benchmarks in picking and order cycle times. The Torrid team continues to find that not only have the outbound volumes doubled leveraging their existing CapEx investment, but they also find it much easier to operate than previous solutions.

"In brownfield opportunities like Torrid, COFE®, our Warehouse Execution System (WES) acts as a unifying intelligence layer that synchronizes labor, automation, and inventory in real time—unlocking hidden capacity, improving flow, and dramatically increasing throughput without costly infrastructure changes or significant disruptions to the business in many instances," said Bart Cera, CEO of VARGO®.



75% faster
order completion times



200% increase
in capacity/throughput



66% reduction
in exception orders

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