

# Supply Chain Systems Integration & Forecasting solutions for US based auto-parts retailer

## About the Client:

The client is one of the leading online providers of aftermarket auto parts in the U.S. They offer a wide range of high standard replacement parts, performance parts, and accessories. The client owns over 75 K SKUs primarily sold through its e-commerce platforms.

## Business need:

- Integration of ERP, WMS, POS and other heterogeneous systems in Supply Chain
- Need for critical customizations in ERP system to have pricing strategies by client
- Need to sustain growing customer demand and performance levels
- Ability to handle over 300 active field operators concurrently
- Need for a highly configurable solution to enable easy upgrades and allow client wise workflows
- Need for a demand planning solution to handle changing customer trends



## Solutions offered:

- Robust Integration Layer:
  - Developed a robust integration layer between ERP and all Point of Sales (POS) systems and e-commerce websites
  - Took care of real time purchase order and SKU receipts in this integration
  - Inventory reconciliation and real time transfer for delta from POS to ERP
  - Rich UI based purchase reconciliation tool for faster transfer between POS and ERP during peak seasons
- Migrated the operations from legacy WMS to HighJump
- Forecasting tool integration:
  - Integrated demand data control application with WMS and POS
  - Identified and implemented business rules to generate demand data
  - Enabled configurability of the rules to handle changing trends

## Business impact:

- Highly integrated Supply Chain environment improved Supply Chain visibility multifold
- Shifting of paper-based operations to automated flows using RF devices increased efficiency and decreased labour costs
- Enhanced support during peak seasons and SLA compliance
- Rule-based demand forecasting enhanced overall Supply Chain planning and execution
- Real-time updates between POS, ERP, and WMS reduced back orders and improved stock efficiencies
- Configurable solution for easy onboarding of clients or new workflows