

Smart Logistics, Delivered.

IMPACTING BUSINESSES LOGISTICALLY

WMS Implementation for **35** sites in **3** years

Enhanced support for **45** sites with a total size of **35,00,000** sq. ft.

Reduced its IT support costs by **30%** per user

Reduced labor costs by over **25%**

Annual maintenance cost reduced by **20%**

Picking/packing proficiency increased from **25** lines/hour to **75** lines/hour

THE CLIENT

A leading transportation and logistics solutions provider headquartered in The Netherlands.

THE BUSINESS NEED

Speedy client migration from old to new WMS

Comprehensive IT support to client's warehouse operations team

Increase IT support from 9-hour to 24x7 support

Improve the KPIs of operations team

Expand order fulfillment capabilities

THE CHALLENGES

Complex high volume retail distribution through multiple channels.

Constantly changing shifting and logistics requirements

Identify and eliminate manual workflows that were prone to errors

CYBAGE INVOLVEMENT

SDLC implementation to streamline WMS development

Master data creation for new warehouse, location, license plate, and various client rule setup

13000 hours dedicated to engineering engagement

Client onboarding and migration to new WMS application

WMS CUSTOMIZATION AND MIGRATION



Customization of HighJump base version and set with client-specific needs



Enhanced and streamlined various distribution center processes



Customization of EDI interface and validating TP codes

24X7 IT ONLINE OPERATIONS SUPPORT

Incident and request management

Problem management

Onsite support during the absence of client's inhouse engineer

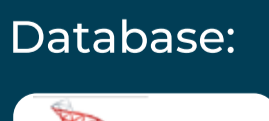
Release management

• **Production & UAT Deployments**
• **CAB approvals for new release.**

Hypercare support during onboarding of new clients to HighJump

TOOLS AND TECHNOLOGIES

Database:



Application:



Ticketing Tool:



BUSINESS TRANSFORMATION & SYSTEMS INTEGRATION



Mobility Solutions



Warehouse Management System (WMS)



eCommerce



Service Management (ServiceNow)

Making more possible, together.

[Learn more about us!](#)