

# Smart Logistics, Delivered.

## IMPACTING BUSINESSES LOGISTICALLY

WMS Implementation for **110** sites

Enhanced support for **110** sites with a total size of **18 million** sq. ft.

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

Reduced labour 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 Körber 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 Körber

## TOOLS AND TECHNOLOGIES

- Database:
- Application:
- Ticketing Tool:

## BUSINESS TRANSFORMATION & SYSTEMS INTEGRATION

- Mobility Solutions
- Warehouse Management System (WMS)
- eCommerce
- Service Management (ServiceNow)

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