

Doubled customer onboarding rate with integrated WMS technology ecosystem for a leading postal service provider

About the Client

- 1 Once a leading provider of national postal service and delivery solutions in Singapore, has now transformed into a digital and global logistics company serving consumers and businesses alike
- 2 Offers its expert services across domains such as:
 - ▶ Postal and mail services
 - ▶ Logistics
 - ▶ eCommerce solutions
 - ▶ Retail and digital services
- 3 Provides service in 19 markets with a strong presence in Asia-Pacific, including Australia, New Zealand, China, and the USA

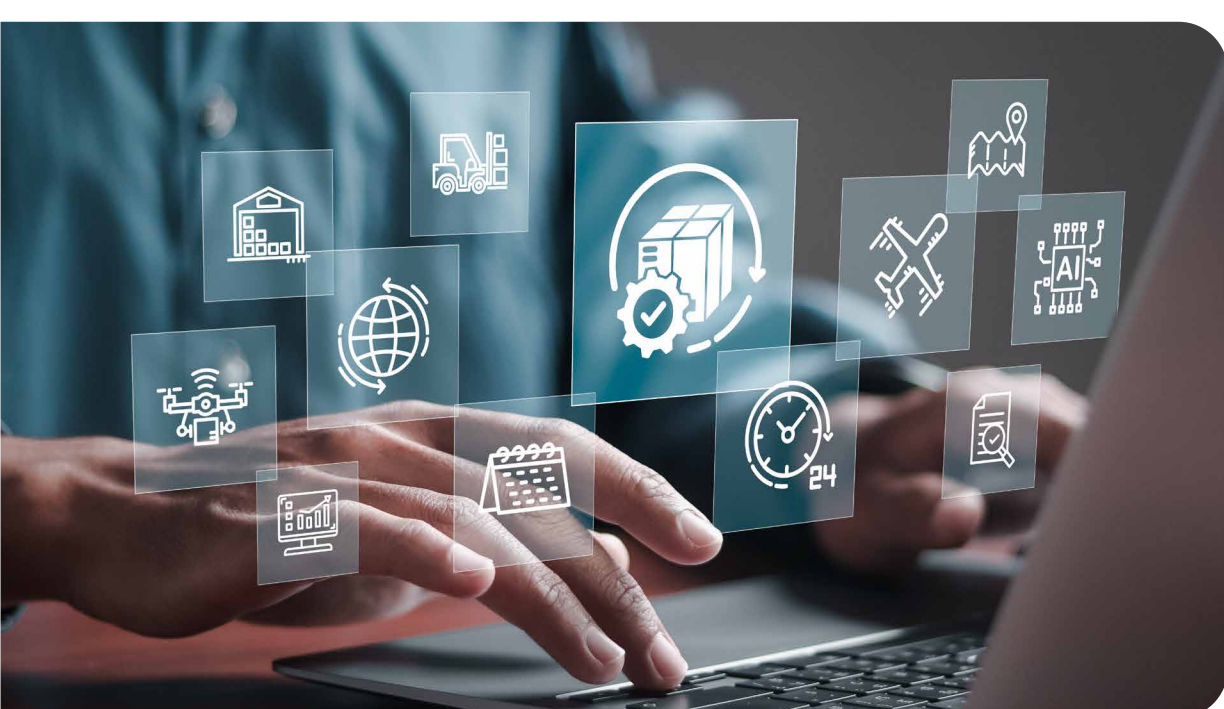
Business Needs | Build a tech ecosystem and drive automation

The client engaged with Cybage to develop a technology ecosystem for e-commerce and logistics services

Another vital ask was to seamlessly integrate and support multiple data formats for the benefit of customer

Further, the client expected Cybage's team to utilize its expertise to integrate its legacy systems with automation and ensure continuous improvement of it

Solutions | Integrated warehouse operations through WMS



- Cybage's expert team integrated a warehouse control system with InfiosWMS, resulting in a significant turnaround in operational efficiency, especially for activities such as picking and putaway
- The integration of e-com orders with different data formats to WMS resulted in accelerated order status updates
- Served customers better by providing them a hawk-eye status and streamlined order management till last-mile delivery

Technology Stack



Business Impact | Generated impressive figures for clients

Cybage's initiatives delivered impactful results across multiple areas for the client, including:

- | Empowered **130 brands** to set up online stores
- | Increased order-picking accuracy by **50%**
- | Achieved a remarkable surge in customer onboarding by **200%**
- | Customer support incidents were reduced by **80%**
- | Surge in operational productivity by **40%**
- | Accomplished go-live for the new web store in just **4 weeks**
- | Drove a **100%** year-on-year increase in order volumes
- | Made shipment tracking effortless and **100% transparent**

Cybage Supply Chain & Logistics Services



Supply Chain Planning



Sourcing & Procurement



Manufacturing



Returns Management



Supply Chain Visibility

Driving brand success with efficient WMS integrations

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