CYBAGE 25

World's top shipping line & 3PL services company accelerates the packing and picking proficiency to 200% by implementing smart WMS solutions

THEIR STORY

One of the world's leading providers of freight forwarding and supply chain management services.

For more than 100 years, they have been providing their customers with transportation and logistics solutions that support the way they want to do business, wherever they are in the world.

They are a legacy business with modern ideas on managing new-gen logistics challenges. With a renewed focus on customer service and providing the right infrastructure for WMS and IT support, the shipping company was looking towards streamlining their workflows and get a 24X7 support for their clients.

KPIs TO ACHIEVE

- Identify and **eliminate manual workflows** prone to errors

- Streamline complex high volume retail distribution through multiple challenges

- Provide **24X7** comprehensive IT support to client's warehouse operations team

- **Improve** the KPIs of operations team

- **Expand** order fulfillment capabilities

- Speedy **client migration** from old to new WMS

CYBAGE SOLUTIONS

1 Customization of Körber K-Motion base version set as per client-specific needs

2 Customization of EDI interface and validating TP codes

3 Migration of clients from legacy WMS to Körber (HighJump)

4 Enhance and streamline various distribution center processes

5 24X7 IT Operations Support
- Release Management
- Production and UAT deployments
- CAB approvals for new release

6
- Hypercare support during onboarding of new clients to Körber
- Onsite support during the absence of client's in-house Engineer

THEIR RESULTS

- 25% **reduced IT support costs** per user

- 85% **reduction** in **P1** and **P2** incidents

- 35% **increase** in **efficiency** due to reduced P3 incidents

- 20% **reduction** in annual **maintenance cost**

- 25% reduced labor costs

- 200% increase in efficiency in packing and picking (25 line/hour to 75 lines/hour)

- Improved KPIs of warehouse teams

- WMS implementation for 35 sites in 3 years