



# WAREHOUSE ORDER APPLICATION SUPPORT

## Managed Services- Case Study

*A complete integration solution for your business!*

### Our Client

A retail store in the US, providing a large & wide range of product portfolio to the customers. The customer operates more than 850 stores in the United States.

### Engagement Scope

- Production Support:  
Troubleshooting operations issues by monitoring EMS queues, log files and databases for error handling, logging and providing solutions.
- Report generation on daily/weekly/monthly activities, case resolutions and enhancements
- Analyzing the WMS application specification and educating team on existing features.
- Coordinate with various teams for any issue, enhancement and improvement and participate in any planned downtime.
- Schedules/ Emergency downtime/ platform outage/ patch-up work

### CHALLENGES

- Interconnecting various legacy and WMS applications to manage inventory, order fulfilment, shipping, packing, printing, store space optimisation and resource utilization.
- Handling high volume of online customer orders, store orders, associates working in the warehouse
- Warehouse equipment (MHE)
- Fulfilment of orders from warehouse and handling partners, vendors, shipping.
- Handling inventory for fast moving items and unsold materials efficiently.

### SOLUTIONS & BENEFITS

- WMS-TIBCO Applications manage
  - fulfilment of orders
  - optimizing warehouse fulfilment space
  - managing inventory of fast & slow moving items
  - work allocation to associate in warehouse packing items, pricing labels and shipment confirmation for orders.
- WMS-TIBCO helps to
  - collect and store items data into various distributed repositories at different geographical locations and feed the information to WMS applications.
- Handling operations issues like
  - a breakdown of material handling equipment
  - systems
  - networking, and applications.
- Monitoring various events related to items receipt, shipping, order fulfilment, picking packing
- Analyzing events that cause performance issues and providing quick resolution to SLA's.

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