

INTECH OMS and WMS Cut TAT by 35% for a Logistics Leader



Summary

A leading logistics provider faced increasing operational challenges in order intake and warehouse execution. INTECH implemented an integrated Order Management System and Warehouse Management System, streamlining processes across both order processing and inventory control. As a result, the client achieved a 35% reduction in turnaround time, improved order accuracy, and enhanced overall customer satisfaction.

About the Client

The client is a leading logistics provider based in the UAE, serving industries across the APAC region. They operate a network of warehouses and manage a high volume of daily orders. Known for their reliable service, the client faced challenges with order processing and warehouse operations as their business grew.

To improve efficiency and scalability, they sought a solution that could streamline these processes and maintain high service standards.

Client Challenges: Gaps in Order and Inventory Flow

As the client's logistics operations expanded, they encountered multiple challenges that affected their efficiency and service quality.

Key challenges included:

Slow and Error-Prone Order Processing

The client's manual order intake process led to significant delays and mistakes. This caused backlogs, affecting their ability to fulfill orders on time and meet customer expectations.

Disconnected Warehouse Systems

Their order management system and warehouse management system were not integrated, leading to errors in stock levels. This resulted in delayed order picking, misplacements, and inaccuracies, further slowing down operations.

Struggling to Scale Operations

As the client grew, their existing systems couldn't keep up with the increased volume of orders. They faced difficulty in managing the higher demand without compromising on speed and accuracy.

Declining Customer Satisfaction

The delays and mistakes in order fulfillment began to impact customer relationships. The client risked losing their reputation for reliability, which could affect long-term growth and retention.

These challenges highlighted the need for a solution that could streamline processes. That's when INTECH came in with a solution.

INTECH's Solution: Unified OMS and WMS for Scalable Logistics

To overcome the client's growing operational challenges, INTECH delivered a unified solution powered by its Order Management System (OMS) and Warehouse Management System (WMS). These two systems were designed to work together while addressing specific pain points across order intake and warehouse execution.

Key features include:

Centralized Order Management

- ▶ INTECH's OMS replaced manual processes with a centralized, digital platform. Orders could now be captured, tracked, and managed in real time, reducing delays and improving accuracy. The system also allowed the client to prioritize orders based on customer needs and service level expectations.

Streamlined Warehouse Operations

- ▶ The WMS introduced structure and automation to the client's warehouse processes. Inventory was tracked using barcode technology, and system-suggested put-away and picking routes optimized space and manpower. The client could also manage inventory by customer, location, and product condition, reducing confusion and improving efficiency.

Scalable Architecture

- ▶ INTECH designed both systems to work seamlessly together. Data from orders automatically flowed into warehouse operations, eliminating silos and reducing errors. The solution also supported multi-warehouse and multi-customer management, giving the client the flexibility to grow without operational constraints.

With enhanced visibility, faster fulfillment, and greater accuracy, the solution empowers the client to serve the customers throughout the region.

Implementation Process

INTECH followed a phased approach to ensure the client's smooth transition to an integrated Order Management System (OMS) and Warehouse Management System (WMS).

Each phase focused on aligning the tools with the client's operational goals while minimizing disruption.

- 1 Discovery and Planning**
INTECH began by auditing the client's order intake process and warehouse operations. Our team mapped the OMS requirements to the client's sales and dispatch workflows. We also assessed WMS to understand the client's physical warehouse processes and inventory management practices.
- 2 OMS and WMS Configuration**
INTECH configured the OMS to automate the order intake process, improve order tracking, and implement custom routing rules. The WMS was adapted to match the client's warehouse layout, including storage configurations, SKU binning, and condition-based allocation. We implemented advanced inventory movement strategies, including FIFO (First-In-First-Out), FEFO (First-Expired-First-Out), and LIFO (Last-In-First-Out), to ensure efficient product management.
- 3 System Integration**
INTECH integrated the OMS and WMS to ensure seamless data flow between the two systems. Orders entered into the OMS triggered automatic stock checks and pick list creation in the WMS. This integration minimized manual data entry and ensured real-time updates between order processing and inventory management.
- 4 User Training and Testing**
Before going live, INTECH conducted role-based training sessions for the client's warehouse teams, supervisors, and customer service agents. Teams practiced handling orders and inventory using the new system. INTECH then facilitated User Acceptance Testing (UAT), allowing the client's team to validate all workflows and suggest adjustments before the official rollout.
- 5 Go-Live and Hypercare Support**
INTECH launched the new system in stages, starting with one warehouse location to monitor the system's performance closely. As operations stabilized, INTECH expanded the implementation to additional locations. During the transition, INTECH provided on-site support, addressed issues promptly, and fine-tuned the system.

This partnership reflects INTECH's commitment to driving business transformation through innovative and reliable technology solutions.

Key Outcomes

The integration of INTECH's OMS and WMS delivered measurable outcomes across the client's operations.

Here are the key outcomes:

Turnaround time reduced by 35% due to automation and improved coordination.

Order accuracy improved to 98% through real-time validation and location-level picking.

Return processing time reduced by 75% with streamlined reverse logistics.

To achieve these outcomes, INTECH used a suite of tools to optimize both order and warehouse management.

Tools and Technologies Used

INTECH leveraged a combination of advanced tools and technologies to drive operational efficiency and accuracy:

- ✦ **Order Management System (OMS):** The OMS served as the backbone for managing orders from intake to fulfillment. It automated order processing, improved tracking, and ensured efficient order routing based on predefined criteria tailored to the client's business needs.
- ✦ **Warehouse Management System (WMS):** The WMS streamlined warehouse operations, from inventory tracking to optimized storage. It facilitated real-time stock visibility, accurate order picking, and dynamic route optimization for warehouse staff.
- ✦ **Barcode and QR Code Scanning:** Implementing barcode and QR code scanning technology enabled precise tracking of inventory in real-time, reducing manual errors and increasing the speed of stock movement within the warehouse.
- ✦ **Cycle Counting and Inventory Management:** The integrated system allowed for continuous cycle counting, improving inventory accuracy and ensuring that stock levels were always up-to-date.
- ✦ **Automated Stock Replenishment:** INTECH's solution included predictive analytics for stock replenishment to maintain optimal stock levels.