

## A Global Electronics Conglomerate implemented WMS solutions across multiple geographies and divisions with Infosys

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### Overview

*Country/ Region: Across Geographies  
Industry: Electronics Manufacturer*

### Customer Profile

*The conglomerate is a diversified manufacturer and marketer of advanced electronic and electrical products, spanning information & communications equipment and systems, Internet-based solutions and services, electronic components and materials, power systems, industrial and social infrastructure systems, and household appliances.*

### Business Situation

*The client managed the logistics operations for the parent company and aimed to grow from an in-house logistics division to a true-blue 3PL provider.*

### The Solution

*Infosys implemented Sterling Commerce suite at Pilot site for each solution type and rolled-out to other sites in iterative fashion for faster ROI, with enhancements being added to global solution.*

### The Benefit

*The client was able to achieve significant benefits from operation centric solutions developed using industry best practices and best of breed technology stacks..*

The conglomerate is a diversified manufacturer and marketer of advanced electronic and electrical products, spanning information & communications equipment and systems, Internet-based solutions and services, electronic components and materials, power systems, industrial and social infrastructure systems, and household appliances. With annual revenues of over \$50 Billion in 2005, the group aims to attain global leadership across all its business lines.

## Situation

The client managed multiple warehouses for various group companies and faced issues across operations and systems. While older systems did not afford the flexibility to model newer processes and bring on newer clients, higher maintenance and enhancement costs reduced the operating margin in an already margin constrained business. Hence client wanted to establish global WMS solutions across multiple geographies and divisions across the distribution chain to reduce IT costs and leverage industry leading best practices

## Infosys' Role

Infosys leveraged the Global Delivery Model where the solution design team travels offshore to work closely with the development team during the build phase, helping to build a strong foundation as a preferred partner of choice in the SCM space. Infosys implemented Sterling Commerce suite at Pilot site for each solution type and rolled-out to other sites in iterative fashion for faster ROI, with enhancements being added to global solution bringing out high user involvement to drive enhancement priorities and acceptance in user community. Infosys also developed Rapid Design Toolkit that increases code level standardization and optimization, and significantly reduces development lead time.

## Infosys' Approach

The transformation of existing systems to a modern SOA enabled warehouse management system required a strong push from the client on standardizing overall operational processes, technology focus and best of breed warehouse management package (Sterling Commerce) knowledge. Infosys engaged in this initiative based on past credentials, a strong relationship with the parent and experience in implementing such solutions at other 3PL firms.

Infosys developed solutions based on the Sterling warehouse management system and by leveraging existing systems and capabilities. These solutions

- Managed entire warehouse processes across inbound, outbound and inventory management.
- Handled multiple end customer labeling requirements on the same core solution.
- Operated using RF handhelds coupled with paper trails to enable smoother, faster operations with legal compliance.
- Enabled an innovative multi-step receiving process enabling inventory to be available to promise/pick faster while handling exceptions in real time
- Modeled a multi level count process with varying levels of user access and control.
- Afforded dynamic wave management based on configurable parameters and warehouse site specific rules.
- Allowed auditing of all warehouse operations to track user productivity and enabled audit trail on inventory from receiving to shipping.
- Integrated with EDI, legacy, file based interfaces to ensure a seamless data communication between the WMS and other systems.
- Provided configurable reporting capability to enable enterprise wide as well as site specific reports.

## Business Benefits

The client was able to achieve significant benefits from operation centric solutions developed using industry best practices and best of breed technology stacks. The benefits include -

- Increase in revenue and credibility by displacing a tier-1 3PL vendor in a new geography and successfully starting operations from scratch within 5 calendar months
- Improved supply chain visibility by allowing end customers to enquire into inventory and order status in real-time
- Improved business functionality on a modern SOA enabled WMS with the ability to respond to the needs of an ever changing environment
- Reduced total cost of ownership through development of a common warehouse management system based on best of breed technology and frameworks.



## About Infosys

Infosys provides its clients with business and technology consulting services that deliver measurable business value to help you build tomorrow's enterprise. Through a well-integrated end-to-end range of consulting, technology, engineering and outsourcing, Infosys clients derive the business value they've always been requiring from enterprise transformations. Our extensive research teams, including the award-winning SET Labs, ensure Infosys solutions are always cutting-edge and relevant. Our high investment in training – over 10,000 graduates a year pass through our Mysore campus, the world's largest corporate university – ensures our people stay best-in-class. Infosys (NASDAQ:INFY) also believes in giving back to the communities with scholarships, libraries, schools, and many other fields through the Infosys Foundation.

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