



# WCS SUPPORT FOR A LEADING FOOTWEAR AND APPAREL RETAILER

## Abstract

Client's business growth has put considerable strain on the already complex supply chain network hence seeking suppliers for support for WCS.



## Business Challenge

- Central Distribution centers are equipped with highly enhanced automation systems to meet the ever increasing needs of high-volumes and to deliver further efficiency benefits over manual operations
- Warehouse controlling system (WCS - DAI) handles the complexities of orchestrating the material handling systems in the warehouse to efficiently fulfill the orders.
- Complex nature of systems integration in warehouses due to various automated material handling systems (WCS sub-systems) serving the purpose of automated storage & retrievals, Sortation, Conveyance, Routing, Picking & packing (put-to-light /Rapid Picking), Label application, Weight calculation.
- WCS sub-systems include KNAPP, TGW, ITG and Beumer

## Infosys Solution

- High availability of support team at onsite making sure all WCS and WCS sub-systems are intact with no communication faults
- Considering the complexity of the physical conveyor systems, created internal artefacts enabling clear understanding of goods flow e.g. developed simple conveyor logical layout for Pallet ASRS which helped in resolving complex pallet related issues
- Replacing repetitive manual work with automated processes, thereby improving operational efficiency
- Implemented Enhanced Manual Retrieval of Multi-SKU totes which saved 30K USD/annum for Client.
- Providing statistical data on the operational performance of the system to enable operations personnel to enhance the processes
- Usage of Simulators for emulating all MHE functions, analyzing and replicating problem scenarios
- Perform various activities including, but not limited to:
  - Troubleshooting of interfaces between WMS<->WCS and WCS<->WCS sub-systems
  - User Accounts management in WCS and WCS sub-systems
  - Constant monitoring of alerts and taking appropriate actions wherever needed
- Pre & Post Go-Live Testing of WCS patches

## Benefits to customer

- Standard methodologies and procedures for support, making it reliable and streamlined
- Direct interaction with operation personnel enabling good understanding of problems and prompt decision making
- Quick to act upon during crisis situation and providing real-time solutions / workarounds, making sure there is no or utmost minimal impact on operational performance
- Flexibility to scale up resources during peak season in no time, leveraging rich artefacts created during transition
- Efficient resource utilization across various DCs supported. Shared support model established across various sites to reduce cost
- Ensuring High MHE Availability and High Order Delivery SLAs.



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