

Global Pet Product Distributor Achieves Record Throughput Gains with WMS Deployed on the AWS Cloud

CUSTOMER STORY



Overview

In 2023, a leading global pet product manufacturer and distributor faced operational hurdles in their efforts for greater inventory, warehouse and supply chain efficiencies. Seeking a sophisticated solution to overcome these challenges, they turned to Tecsys, their trusted technology partner since 2004.

The company would transform its operational capabilities with Tecsys' cloud-based warehouse management solution, Elite™ WMS, deployed on the Amazon Web Services (AWS) cloud platform — streamlining processes, improving accuracy and enhancing overall efficiency, including in their operation of automated mobile robots (AMRs).

5,000

Products

75

Countries



North America
and Europe

Challenges

With an increasingly sophisticated warehousing and distribution network, the group recognized that cloud technology would provide the foundational platform to support their ongoing growth and adapt to market dynamics. Focused on scalability and security, along with the flexibility to integrate new technologies like their expanding AMR deployment, the organization needed a WMS solution that would evolve with their business.

Solutions

Tecsys worked closely with the company to implement Elite™ WMS, a SaaS solution tailored to streamline and optimize the company's warehouse and supply chain operations. SaaS lets businesses quickly tap into the latest technologies and best practices to enhance growth and productivity without extra cost or complexity. By deploying Tecsys' Elite™ WMS on AWS, the company improved their operational framework's scalability, flexibility and security, crucial steps for long-term efficiency and growth.

Key initiatives included:

- Implementing Elite™ WMS, providing a robust solution that enhanced technological flexibility and operational integration.
- Adopting Elite™ WMS' sophisticated business intelligence (BI) featuring custom dashboards for monitoring KPIs, aiding in operational decisions and reducing the number of required reports.
- Supporting modern automation with AMRs, significantly improving workflows and reducing manual bottlenecks.
- Scaling up the frequency and accuracy of transactions.
- Reducing the need for multiple disparate systems through customization and extended WMS capabilities such as demand forecasting, which simplified the group's technology stack.

Fast-growing company with warehouses in four countries to support distribution to 75 countries.

Separate onsite tech stacks in each country limiting potential growth.

Priority 1:

Eliminate burden on tech team

Priority 2:

Improve data insights

Priority 3:

Tightly control overhead

AWS Supply Chain Competency in Three Categories

Tecsys is the only company to have achieved Amazon Web Services (AWS) Supply Chain Competency in three Software Offerings categories: Move, Enable, and Plan. Earning the AWS Supply Chain Competency showcases Tecsys' expertise and success in delivering supply chain solutions within the AWS Partner Network (APN).





Results

Tecsys helped the company achieve unparalleled scalability for expansion, backed by the robust security and innovative solutions that come with Tecsys' Elite™ WMS deployed on AWS. The partnership has driven substantial improvements in operational efficiency, accuracy and process speeds as well. Noteworthy achievements include:

90%

fewer source code modifications

60

Six Sigma transactions per second

99%

inventory accuracy

- Achieved 90% of customization through low-code development using the Itopia® low-code application platform, eliminating the need for source code modifications.
- Improved order processing speed, achieving 60 Six Sigma transactions per second – a record number – just three days after the implementation of the solution.
- Optimized processes that support the use of AMRs, creating a more efficient, harmonized operational environment with higher levels of efficiency, productivity and accuracy.
- Achieved and sustained over 99% inventory accuracy, laying a foundation for better operational and commercial performance.
- Created a scalable, secure and modern environment with the AWS cloud, improving global accessibility of Tecsys' tools and supporting the company's long-term growth.

Through this strategic partnership with Tecsys, the company has not only overcome its initial challenges but has also set a new benchmark for operational excellence within its industry. Since Tecsys' cloud-based WMS scales to meet emerging business demands, the company can enjoy the long-term benefits of its new digital strategy.

About **Tecsys**

Since our founding in 1983, so much has changed in supply chain technology. But one thing has remained consistent across industries, geographies and decades – by transforming their supply chains, good organizations can become great.

Our solutions and services create clarity from operational complexity with end-to-end supply chain visibility. Our customers reduce operating costs, improve customer service and uncover optimization opportunities.

We believe that visionary organizations should have the opportunity to thrive. And they should not have to sacrifice their core values and principles as they grow. Our approach to supply chain transformation enables growing organizations to realize their aspirations.

Speak to a Supply Chain expert



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