

Maximize Low-Code Development: **Bridge the Gap Between IT and Warehouse Ops**

E-BOOK



When employing low-code tools, the future of your warehouse performance depends on collaboration between your IT and operations teams.

Success in modern warehouse operations relies on the seamless integration of systems, tools and stakeholder collaboration. Yet, as operational demands shift, bridging the gap between warehouse operations and IT teams is crucial for employing technology that unlocks warehouse agility. To that effect, communication and collaboration are vital for achieving operational efficiency and continuous improvement.

Low-code application platforms (LCAPs) like Tecsyst's Itopia® provide the tools to customize software to meet the demands of warehouse operations. However, simply implementing LCAPs alone isn't enough — these teams must collaborate effectively to harness their full potential.

In this guide, we explore **five strategies** warehouse leaders can adopt to increase collaboration and effectiveness across operations and IT teams, ensuring that software enhances rather than hinders warehouse optimization.

LCAPs support scalability, transformation and growth

As demands rise, IT infrastructure and processes must scale accordingly. LCAPs provide tools for seamless expansion, allowing IT teams to maintain efficiency and performance as requirements grow.

WMS adaptability supports greater agility

LCAP adaptability allows users to customize business processes within software systems, enabling quick adjustments to operational needs. For example, Tecsyst's Elite™ WMS, built on the Itopia® low-code platform, allows IT and operations teams tailor processes to new QA procedures or fulfillment methods. This flexibility ensures that warehouse leaders can quickly respond to market changes and opportunities.

“

WMS technical architecture has become a more important consideration for [supply chain leaders] who seek flexibility, adaptability, composability, usability, ease of upgrades and affordability.”*

Gartner®

* Gartner, Critical Capabilities for Warehouse Management Systems, July 2023

1.

Using low-code development to drive warehouse agility

Low-code application platforms let citizen developers customize software to meet operational demands. But the real value comes from their effective use across teams. Warehouse leaders must ensure IT and operations teams fully leverage these tools.

How should IT and operations teams collaborate?

IT and warehouse operations teams must break out of their silos and collaborate closely to understand each other's needs before using LCAPs effectively. Regular communication, joint planning sessions and cross-team training initiatives can help bridge the gap between these two departments as they share knowledge and work together toward common business goals.



2.

Modern challenges call for greater warehouse agility

Agility in warehouse operations allows teams to respond swiftly to changing customer needs, market conditions, or internal challenges. They can be more proactive, anticipate issues and achieve the flexibility they need to implement solutions quickly.

Collaboration between IT and warehouse operational teams is crucial to achieving greater agility. By working together, these teams can identify areas for improvement and leverage low-code tools to rapidly design and deploy solutions that meet specific needs.



How should IT and operations teams collaborate?

Warehouse leaders must foster a collaborative environment between IT and operations teams. Encouraging open communication and establishing shared goals enables teams to develop joint strategies for leveraging low-code development in warehouse process improvement. Regular meetings to review data and performance metrics aid in identifying improvement areas. With low-code support, teams can promptly implement process optimizations, enhancing agility.

3.

Cross-functional cooperation is key

The key to harnessing the full potential of a WMS built on a low-code application platform is cross-functional cooperation between IT and warehouse operations. By working together, these teams can identify improvement opportunities, develop custom solutions and implement effective processes. The right tools enable more real-time data sharing, contribute to the rapid development of custom solutions and facilitate more substantial overall collaboration.

How should IT and operations teams collaborate?

Successful collaboration is an ongoing process. It involves open communication, targeted efforts and joint training initiatives to ensure both teams work together to overcome obstacles and seize new opportunities. Through ongoing efforts, teams can develop effective and customized solutions.



4.

Customization, optimization and adaptation are essential

To be truly agile, a warehouse must continuously refine its workflows. This means streamlining processes and customizing systems quickly to address new challenges. The ability to pivot and make quick adjustments is essential for maintaining efficiency and meeting performance targets.

How should IT and operations teams collaborate?

By fostering open communication and collaborative planning, IT and warehouse operations leaders can continuously assess system performance and identify areas for improvement. Working together to implement enhancements ensures warehouse systems remain agile and responsive to changing needs.





5.

Your WMS should evolve to support business growth

As your business scales, your WMS must evolve to handle increased complexity and volume, whether from new customers or additional product offerings. This involves enhancing system functionality, adopting new processes and integrating with new technologies. A scalable WMS supports efficiency, reduces costs and ensures long-term success.

How should IT and operations teams collaborate?

IT and operations teams should engage in continuous dialogue to ensure their WMS evolves in alignment with the business' growing needs. Regular strategic and collaborative planning sessions that take place early in the process and decision-making to take on additional business or products, can help both teams anticipate and respond to new business growth. By prioritizing joint development efforts, they can create scalable, adaptable warehouse operations that support their company's overarching success.

Itopia® LCAP extensibility and upgradeability helps drive continuous improvement in the warehouse with Tecsys Elite™ WMS

LCAPs bolster adaptability and scalability by providing a flexible framework. This framework allows citizen developers working alongside warehouse operations teams to easily adapt or add new functionality.

Typical LCAPs allow developers to build applications using raw data sources or APIs from other apps, but they can't alter the application's logic. Itopia®, on the other hand, empowers citizen developers to modify the actual application logic.

This includes enhancing the data model by creating new tables, extending the application, setting rules and refining business logic. Citizen developers can also upgrade the application's UI to reorganize information, add visual cues, or streamline workflows.

Additionally, Itopia® customizations are upgradable, ensuring that low-code adaptations are maintained during regular upgrade cycles.

Lay the groundwork for a more collaborative future

With the right collaborative strategies and technology, IT and warehouse operations teams can adapt swiftly to changing demands and focus on optimizing operational performance. By strengthening working relationships, team members pave the way for enhanced collaboration and efficiency.

Recap: Key actions for warehouse leaders

Foster a collaborative environment:

Promote a culture of collaboration between IT and operations teams to enhance efficiency and adaptability.



Encourage open communication:

Facilitate continuous dialogue between IT and warehouse operations to ensure seamless information flow and quick problem-solving.



Engage in collaborative planning:

Regularly schedule joint planning sessions to assess system performance and identify opportunities for improvement.



Support early strategic decision-making:

Include IT and operations early in the decision-making process to anticipate and respond to new business growth.



Prioritize joint development:

Develop scalable and adaptable solutions to support long-term success.



Speak with a warehouse automation expert



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.



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