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Japanese MNC Amplifies ROI and Accuracy With Oracle WMS

■ Case study



An  RPG Company



Overview

A unified, transparent supply chain vision

Our client is a world leader in customized printing, document solutions, and digital signage, serving customers in the US and Latin America. The client proactively employs innovative technology and creative solutions to help customers work more efficiently in today's hyper-competitive business environment. To that effect, the client was looking to upgrade to the latest version of Oracle EBS — from 11i to R12 — to reduce costs, increase revenue, and improve customer satisfaction.

The project involved a complete re-implementation of the entire EBS suite, primarily focusing on supply chain modules to support distribution, manufacturing, asset-intensive, and service businesses that can provide a single platform for the global supply chain.



Challenges

A modern solution on the anvil

One of the biggest impediments to the project was the client's inability to provide a complete list of modules and customizations. However, the expectation was to upgrade all its customizations in case standard functionality was unavailable in the last version. No proper test scripts were available, making it difficult to ensure data integrity during and after migration. Besides, multiple people were involved in decision-making, making it challenging to manage expectations. Other setbacks included:

- Legacy, siloed systems, including for the global supply chain
- Scattered material stock information with a complex voice-picking system
- Scanning errors that led to lower productivity
- Manual label printing that increased time and cost



Solution

The turning point

The client partnered with Zensar to implement Oracle WMS (Warehouse Management System) to optimize the efficiency and accuracy of its warehouse system. Our comprehensive approach for minimizing the picking, packing, and shipping time included reducing unnecessary confirmation and simplifying voice commands. We proposed a new workflow that promoted cluster picking, significantly reducing the average travel time per pick. The solution also involved re-implementing the inventory module to track the on-hand stock status and isolate defective stock so that multiple orders are not packed simultaneously or together within each wave. Additionally, we automated the label printing process essential to shipping parcels and introduced data field identifiers for pick-and-drop transactions making the process more efficient. The solution lowered scanning errors and improved accuracy by developing a custom solution on Oracle mobile applications while ensuring compliance with quality control requirements.



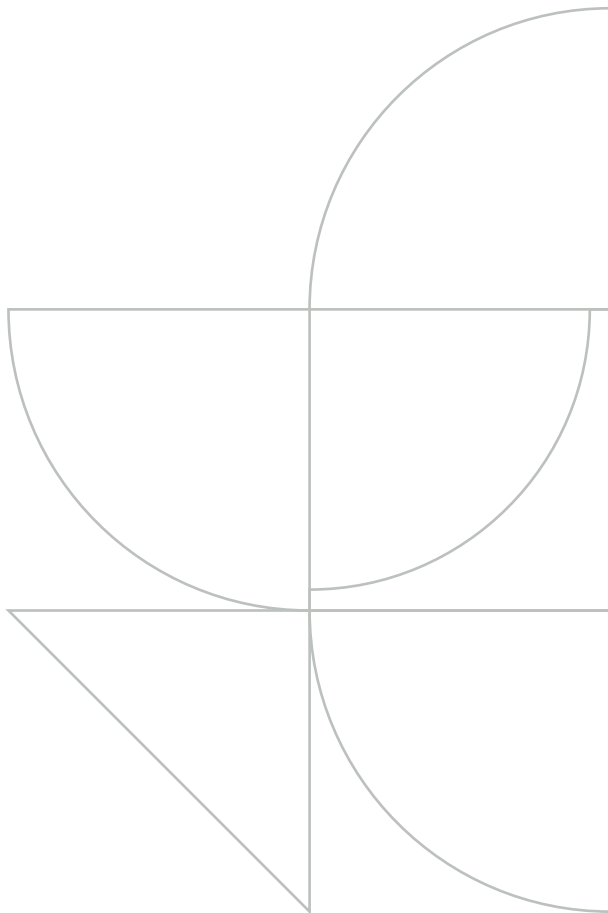
Impact

Business outcomes made easy

As a result of the solution, the client was able to optimize picking tasks to reduce travel time significantly. It also simplified material inbound and outbound operations with directed voice picking. The warehouse space utilization, labor productivity, and shipment accuracy improved while fulfillment costs were reduced. The client could also automate the shipping label printing process using the best-ship method and save shipping costs. Furthermore, enhanced control over material status and reduced transactions improved productivity.

Measurable outcomes included:

- 15 percent improvement in operational efficiency
- 20 percent improvement in shipment accuracy
- 15 percent improvement in productivity by redesigning picking and putaway rules
- 20 percent improvement in warehouse space utilization, labor productivity, and shipment accuracy





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