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Case Study

Leading Global Logistics Provider Unifies Warehouse Operations and Unlocks $2M+ in Annual Savings

For a Leading Global Logistics Provider

Overview

A leading global logistics provider needed to modernize its warehouse operations to meet rising customer demand across a complex distribution network. Running on two disconnected platforms, SAP WM and Infor Exceed, the company faced fragmented data, limited inventory visibility, and inefficiencies in its Manhattan environment.

Tech Mahindra helped deploy a cloud-based Softeon WMS platform, integrated via API, EDI, and FTP with SAP ERP, TMS, WES, WCS, billing applications, and RF-enabled warehouse devices.

The initiative enabled a smooth transition of 169 customers to a single operating model, delivering unified inventory visibility, stronger control, and greater scalability across global distribution centers.

Challenges

Multiple warehouse systems led to operational silos, inconsistent processes, and support complexity

Solution

A common warehouse operating model and a consolidation roadmap were designed

Impact

A single warehouse platform provided visibility of inventory across distribution centers

Client Background and Challenges

One of the world's largest logistics providers, operating in several regions, needed to modernize its warehouse to enable growth, ensure service consistency, and increase inventory transparency. The organization had several operational and technology issues that hindered efficiency and scalability, namely:

- **Disparate Warehouse Platforms**

  Multiple warehouse systems created operational silos, inconsistent processes, and support complexity.

- **Limited Inventory Transparency**

  Fragmented inventory data limited enterprise-wide visibility and hindered proactive inventory management.

- **Fragmented Application Landscape**

  Complex connections across ERP, transportation, warehouse execution, billing, and customer systems increased operational overhead.

- **Complex Customer Onboarding**

  Diverse technology environments and warehouse processes stretched onboarding times and increased the effort required for customer migration.

- **Non-standardized Operating Model**

  Varying warehouse processes and service levels at each facility hindered the ability to deliver a consistent customer experience worldwide.

Our Approach and Solution

Tech Mahindra partnered with the client to create a common warehouse operating model and a roadmap to consolidate several warehouse management systems into a single ecosystem. This transformation enhanced inventory visibility, streamlined customer onboarding, and ensured consistent service delivery across global operations.

Cloud-Based WMS Modernization

- Implemented a cloud-based Softeon warehouse management system
- Unified warehouse management environments and processes across the entire customer base
- Built a scalable base to grow the business and acquire new customers

Customer Migration Program

- Migrated customer legacy system from multiple warehouse management systems
- Planned and implemented structured migration waves without impacting warehouse operations
- Standardized migration frameworks and deployment playbooks to accelerate customer transitionscustomers

Our Approach and Solution

Integrated Warehouse Ecosystem

- Integrated Softeon WMS with ERP, TMS, WES, WCS, and the invoicing system
- Enabled data exchange through API-, EDI-, and FTP-based integrations
- Strengthened workflows by streamlining processes between warehouse and enterprise applicationcustomers

Digital Warehouse Enablement

- Combined RF devices, bar code scanners, printers, and warehouse network infrastructure
- Improved real-time inventory management and visibility across facilities
- Enhanced warehouse execution capabilities with connected systems and devices

Center of Excellence (CoE)

- Created a platform adoption-focused Softeon CoE
- Established training and certification programs to develop specialist skills
- Adopted a POD delivery model to enable continued customer onboarding

Business and Community Impact

The warehouse transformation created a consistent operating model, inventory visibility, and execution consistency across the client's worldwide distribution network. This ensured tangible operational and financial results:

Enterprise-wide Inventory Visibility

A single warehouse platform provided inventory visibility across distribution centers, strengthening inventory governance and operational control.

Accelerated Warehouse Performance

The new platform improved reliability and performance, achieving >99.5% on-time, ready-to-ship performance and >99.8% order-picking accuracy.

Labor Cost Optimization

Standardized processes and increased warehouse productivity reduced part-time labor costs by more than 20%.

Improved Automation Utilization

A 15% higher cobot and robot utilization delivered greater value from warehouse automation investments.

Sustainable Financial Impact

Consolidating and implementing an integrated WMS, WES, and Distributed Order Management (DOM) ecosystem resulted in $2M+ in annual savings.

Scalable Operating Foundation

Successfully migrated the entire customer base from the legacy WMS to the Softeon WMS.

About Tech Mahindra

Tech Mahindra (NSE: TECHM, BSE: 532755) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 146,000+ professionals across 90 countries, Tech Mahindra provides a full spectrum of services including consulting, information technology, enterprise applications, business process services, engineering services, network services, customer experience & design, AI & analytics, and cloud & infrastructure services. It is the first Indian company in the world to have been awarded the Sustainable Markets Initiative's Terra Carta Seal, which recognizes global companies that are actively leading the charge to create a climate and nature-positive future. Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies. For more information on how TechM can partner with you to meet your Scale at Speed™ imperatives, please visit https://www.techmahindra.com/.

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