i FULFILMENT

I-Fulfilment's Buyer's Guide for

Warehouse Management Systems

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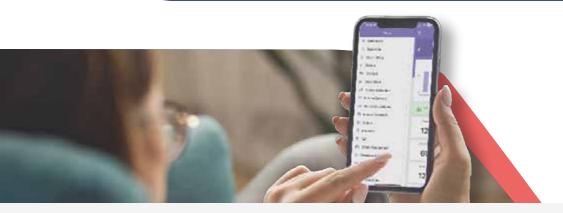
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Introduction

Welcome to I-Fulfilment's Buyer's Guide for Warehouse Management Systems (WMS). We understand that managing your warehouse operations efficiently is crucial for the success of your business. That's why we have developed this comprehensive guide to help you navigate the world of WMS and make smart decisions when choosing the right solution for your needs.

At I-Fulfilment, we have been at the forefront of international fulfilment services for over a decade. Our proprietary technology is the backbone of our operations, enabling us to offer global end-to-end eCommerce 3PL services. Whether you deal with B2C or B2B orders, you are covered. But our services don't stop there. We also provide various outsourced value-add services, including marketplace management, customer service, and reworking services.

Our experience in import, distribution, and procurement is extensive. Over the years, we have worked with start-ups, scale-ups, and well-known household names, gaining valuable knowledge. What sets us apart is our commitment to collaboration. We believe in constantly sharing our knowledge and experience to drive the success of our partners.

By reading this guide, you will understand our approach and determine whether we can provide the right solutions for your business's unique needs. Explore the world of WMS with us and discover how I-Fulfilment BladePRO can revolutionise your warehouse operations and drive your business forward.

> **77%** **of businesses are serious about automating their warehouses with WMS and other automation to maximize data-driven performance.**
> **(G2, 2021).**

Why Should You Implement a WMS?

When considering the implementation of a WMS, it's crucial to understand the specific challenges your warehouse faces and the desired outcomes you seek from a new WMS provider. By focusing on the top critical issues affecting your warehouse, you can assess the potential impact of addressing these issues on your overall business.

Key Reasons to Implement a WMS

Meet Peak Demand and Busy Days

Reduce Errors and Improve Order Accuracy

Drive Growth by Eliminating Bottlenecks

Enhance Operations with Trusted Tech

Support Business Growth

Enhance Customer Experience

Adapt to Evolving Needs

Let's Explore the Key Concerns and their Significance:

Meeting Peak Demand and Keeping Up with The Busiest Days

Can your warehouse team cope with the demands, especially on the busiest days? This issue can result in delays, inefficient processes, and dissatisfied customers. With a specialist WMS, you can optimise workflows, automate tasks, and ensure smooth operations during peak periods. You can fulfill orders promptly and maintain customer satisfaction by eliminating bottlenecks and improving efficiency.

Reducing Errors and Improving Order Accuracy

How many monthly mistakes does your warehouse make, such as oversells or mispacks? These errors impact operational costs and harm your brand reputation and customer experience. A specialist WMS mitigates such issues by introducing barcode scanning, automated validations, and real-time inventory updates. This reduces human errors, improves order accuracy, and enhances customer satisfaction.

Driving Growth by Eliminating Fulfilment Bottlenecks

Is your business growth hindered by fulfilment challenges? As your business expands, manual processes and tribal knowledge become major obstacles. Specialist WMS solutions are designed to scale alongside your business, supporting high volumes and complex workflows. By automating key processes and providing scalability, a specialist WMS ensures that your fulfilment operations can keep pace with your growing business, enabling you to seize new opportunities.

Trusting In Technology

Implementing a specialist WMS resolves the limitations of manual working methods, which are prone to inaccuracies, and inefficiencies. By leveraging the experience of the WMS provider, you can establish the best practices and workflows tailored to your warehouse needs. The specialist WMS brings expertise acquired over two decades in the industry, empowering you to create a scalable and efficient fulfilment operation.

Supporting Growth

All-in-one systems may be suitable for initial stages, but they cannot often scale for high volumes and may not be eCommerce-specific or agile. As your business grows, specialised requirements emerge, and a specialist WMS becomes crucial. Built specifically for eCommerce and direct-to-consumer operations, our WMS integrates seamlessly with otherplatforms, forming the perfect technology stack for your business needs.

Enhancing Customer Experience

Exceptional customer experience is essential for building long-term relationships, driving customer loyalty, and attracting new customers through positive reviews and recommendations. Your warehouse's performance directly impacts the customer experience, from order confirmation to fast processing and accurate shipments. Implementing a specialist, WMS empowers your warehouse team to deliver remarkable customer experiences consistently.

Configurable for Your Evolving Needs

The I-Fulfilment WMS is highly configurable. From adjusting locations and user permissions to adapting to new warehouse setups, you can maintain self-sufficiency as your requirements grow. Our team provides comprehensive training to ensure you can fully leverage the reconfigurability of the WMS while offering ongoing support whenever needed.
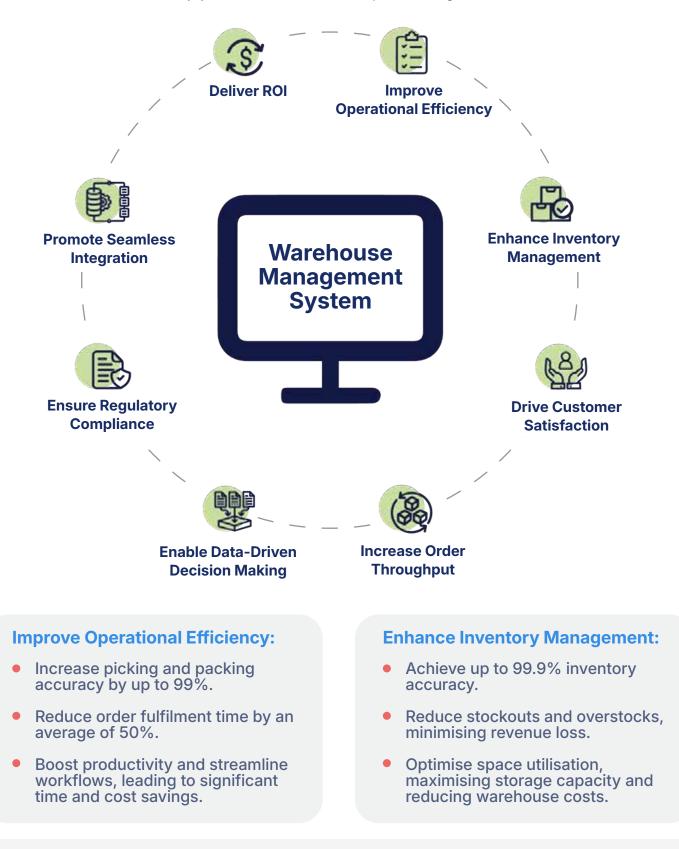
> **72% say warehouse management systems (WMS) are the premiere warehouse management software (Supply Chain Management Review, 2021).**

Benefits of Warehouse Management System

Implementing a WMS can bring numerous advantages to your business. Here are a few reasons why you should consider implementing a WMS:

Deliver ROI

Improve Operational Efficiency

Promote Seamless Integration

Enhance Inventory Management

Warehouse Management System

Ensure Regulatory Compliance

Drive Customer Satisfaction

Enable Data-Driven Decision Making

Increase Order Throughput

Improve Operational Efficiency:

- Increase picking and packing accuracy by up to 99%.

- Reduce order fulfilment time by an average of 50%.

- Boost productivity and streamline workflows, leading to significant time and cost savings.

Enhance Inventory Management:

- Achieve up to 99.9% inventory accuracy.

- Reduce stockouts and overstocks, minimising revenue loss.

- Optimise space utilisation, maximising storage capacity and reducing warehouse costs.

Drive Customer Satisfaction:

- Meet customer expectations with faster order processing and shipping.
- Provide real-time visibility into order status and tracking information.
- Improve order accuracy, leading to higher customer satisfaction rates.

Increase Order Throughput:

- Handle higher order volumes without compromising efficiency.
- Accommodate seasonal spikes and promotional events seamlessly.
- Scale your business operations to meet growing customer demand.

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Enable Data-Driven Decision Making:

- Access comprehensive reports and analytics to gain actionable insights.
- Monitor key performance indicators (KPIs) to drive continuous improvement.
- Make smart decisions based on accurate and up-to-date data.

Ensure Regulatory Compliance:

- Stay compliant with industry regulations and standards.
- Enable traceability and lot tracking for sensitive or regulated products.
- Simplify audit processes and reduce compliance-related risks.

Promote Seamless Integration:

- Integrate with other business systems, such as ERPs, eCommerce platforms, and shipping carriers.
- Eliminate manual data entry and reduce errors.
- Streamline order fulfillment and information exchange across the supply chain.

Deliver ROI:

- Our WMS is designed to deliver long-term value for your business.
- Achieve a significant return on investment over the lifespan of the system.
- Benefit from ongoing enhancements and updates to keep your operations at the cutting edge.

Our Solution: BladePRO

BladePRO is an all-in-one platform that combines the power of a WMS, Inventory Management System (IMS), Courier Management System (CMS), and Marketplace management capabilities. With BladePRO, you get detailed intelligence on all aspects of your fulfilment operations, giving you complete control over your business.

☑ Inventory Tracking

Are you tired of manually keeping track of your inventory and feeling overwhelmed with the growing demands of your business? Well, worry no more! With BladePRO's real-time inventory tracking, you can effortlessly stay on top of your inventory data across your distribution network. Whether it's monitoring the number of products in your warehouse or having insights into specific SKUs and their storage locations BladePRO provides you with the visibility you need to effectively plan and make informed decisions on your operations.

☑ Multi-Channel Connectivity

Speaking of expanding your business, if you want to grow your Marketplace or eCommerce venture, BladePRO's got you covered there too. Our platform offers multi-channel connectivity, seamlessly integrating with popular marketplaces like Amazon, eBay, and Wayfair and key sales channels such as Shopify, WooCommerce, and Magento. This means you can expand your reach, increase your sales, and manage everything from a centralised platform.

☑ Pick, Pack and Dispatch

Now, let's talk about the fundamental functions within your warehouse: picking, packing, and dispatching. BladePRO's intelligent picking sequences and streamlined process workflows are designed to revolutionise the efficiency of your warehouse operations. By seamlessly integrating picking and packing processes, we promote accuracy and efficiency in fulfilling customer orders. No more dealing with mismatched orders or shipping errors, saving you costs and keeping your customers happy.

Shipping Option

Shipping can make or break the customer experience, right? That's why BladePRO keeps you in the loop with real-time orders, inventory, and shipments update. You'll have complete control and visibility over your fulfilment processes, ensuring that your customers receive their orders on time and without surprises.
Our platform automatically reviews a panel of carriers to find you the best shipping price, and if needed, you can override it for specific products. With a courier network that includes Royal Mail, DPD, DHL, FedEx, and UPS, you can trust that your shipments are in good hands.

Reporting & Analytics

Now, let's dive into the realm of data-driven decision-making. BladePRO generates comprehensive reports and analytics, giving you valuable insights into your warehouse operations. Customisable reports on key performance indicators, inventory levels, and order fulfilment rates empower you to identify bottlenecks, make data-driven decisions, and continuously optimise your supply chain processes.

Robust Customer Service

Customer satisfaction is key, and BladePRO can help you provide superior customer service and meet delivery expectations. Real-time tracking and visibility features allow companies to keep customers informed about order status, estimated delivery times, and any potential delays. BladePRO enhances customer satisfaction and brand loyalty by providing accurate information and prompt updates.

Personalisation and Customisation

We understand the significance of tailoring experiences to align with your brand identity. Every customer is unique, and BladePRO acknowledges this by providing powerful personalisation and customisation solutions. This exclusive feature sets your brand apart from competitors, enabling you to stand out in the market and you can deliver an exceptional level of service.

Scalable Infrastructure

As your business grows, BladePRO's scalable infrastructure ensures consistent performance. You won't have to worry about slow systems or unreliable performance. Our infrastructure can handle increasing volumes of data, transactions, and users without compromising speed or reliability. We continuously monitor and optimise our infrastructure to deliver optimal performance at all times, so you can focus on confidently growing your business.

Data Security Measures

At I-Fulfilment, we take information security seriously. That's why we are certified ISO 27001 / GDPR compliant, the highest standard for information security.
You can feel confident knowing that your data is safe and secure with our platform. BladePRO employs robust security measures to protect sensitive information, including data encryption, user authentication, and role-based access controls giving businesses peace of mind.

More integrated forms of order processing through WMS result in more than a 20% reduction in space use, a 30% more efficient use of stock, and over 25% more productivity (Amazon, 2021).

We Deliver Seamless Integrations

At I-Fulfilment, we understand the importance of integrating BladePRO WMS seamlessly with your existing systems. We want to ensure that your technology stack works harmoniously to support your business goals.

Here's How Our Integration Process Works:

1. Understanding Your Current Technology Stack	When we start the conversation, we dive deep into your current technology landscape. We want to know how your existing systems are performing and if there are areas for improvement. By understanding your tech stack, we can expedite the integration process.
2. Questions to Answer:	We will ask you a few questions about your current systems to streamline the process. We want to know which software serves as the product master, inventory master, sales order master, and purchase order master. This clarity helps us establish a strong system of record for your business.

Three Methods for Perfect Integrations

Pre-built Solutions

Over 20 years, we have worked closely with many eCommerce companies and identified popular technology vendors that are preferred for fast-growth businesses.

We have developed prebuilt plugins for these systems, which have been successfully implemented with our clients. These plugins offer atried-and-tested solution to integrate with your existing technology.

Integration Partners

We have built strong relationships with integration partners specialising in connecting various systems, including popular vendors.
If you are already working with a known vendor, our integration partner likely has a proven method to seamlessly connect it with BladePRO.
Working with integration partners brings benefits like futureproofing your tech stack, optimising critical data flows, and reducing integration complexities.

Integration Partners

We always strive to accommodate any rare or unique systems you may have. If you provide us with a clear specification of how your software works, we can assess its compatibility for integration.
This is ideal if you have a custom-built application or require complete control over your system connections.

Our Application Programming Interface (API) allows you to access the necessary data and ensures that BladePRO can integrate with any future systems you may require.

How do we Implement WMS?

Implementing a WMS is a crucial process, and at I-Fulfilment, we understand the importance of getting it right. We have adopted a modern and efficient approach to ensure a successful implementation for your business. Here's how we do it:

- **Remote Implementation:**

  Regardless of your location, we can complete the implementation remotely. That means we don't need to physically visit your warehouse, rely heavily on your IT team, or take up large chunks of your time. We understand your time is valuable, so we make the process as hassle-free and convenient as possible.

- **Fixed Implementation Fee:**

  We believe in transparency and charge a fixed implementation fee. You'll know exactly how much you'll be paying before the project begins, with no surprises along the way. This helps you budget effectively and ensures there are no unexpected costs.

- **Understand Your Needs:**

  We begin by assessing your warehouse requirements and challenges. This helps us create a detailed implementation plan that aligns with your goals and sets a clear timeline.

- **System Configuration:**

  Our team works closely with yours to configure the WMS according to your specific needs. We set up the warehouse structure, define locations, customise product attributes, and establish user roles and permissions. This ensures the system fits seamlessly into your existing workflows.

Data Migration and Integration:

We assist you in transferring your data from legacy systems to the new WMS. This includes product information, inventory levels, customer details, and transaction history. We also integrate the WMS with other business systems, like ERP and eCommerce platforms, for smooth data flow.

Training and User Adoption:

We provide comprehensive training sessions to familiarise your warehouse staff with the WMS. This hands-on training covers system navigation, order processing, inventory management, and reporting. We offer ongoing support and refresher training to ensure user proficiency.

Testing and Quality Assurance:

Before going live, we conduct rigorous testing to ensure the system's functionality, accuracy, and performance. We test various scenarios, such as order processing and system integrations, to identify and resolve any issues. Quality assurance checks to guarantee that the system meets your requirements.

Go-Live and Support:

We facilitate a smooth transition to the new WMS once testing is complete. Our on-site support during the go-live phase ensures minimal disruptions to your operations. We continue to provide post-implementation support, including assistance, updates, bug fixes, and access to customer support.

Continuous Improvement:

We believe in ongoing improvement to maximise the benefits of the WMS. Regular reviews, feedback sessions, and performance analysis help identify areas for enhancement. We collaborate with you to implement process improvements, leverage new features, and stay up-to-date with industry best practices.

Tips for a Successful Implementation of Your WMS

1. Develop a Dedicated Project Team:

It's essential to assemble a dedicated project team to oversee the implementation process. This team should consist of individuals from various departments, such as operations, IT, and logistics. Having a team dedicated to the project will ensure clear communication, shared responsibilities, and a focused approach.

2. Collaborate with your WMS Provider:

Establish a strong partnership with your WMS provider. Regular communication and collaboration with the provider's implementation team will help align your goals, address any challenges, and ensure a smooth implementation. Remember, they are the experts in their system, so leverage their knowledge and experience.

3. Clean up your Data:

Before migrating your data to the new WMS, invest time in cleaning up your existing data. This includes reviewing and updating item details, supplier information, customer records, and inventory counts. Starting with accurate and clean data to avoid potential complications and ensure a more seamless transition.

4. Plan for Testing and Training:

Testing is a critical phase in the implementation process. Create a detailed testing plan covering all WMS aspects, including order processing, inventory management, and reporting. Involve your team in testing scenarios and provide comprehensive training on how to use the system effectively. Testing and training will instil confidence in your team and minimise disruptions during the go-live phase.

5. Communicate the Benefits and Expectations:

As you implement the new WMS, it's crucial to communicate the benefits and expectations to your entire team. Help them understand how the system will improve their workflows, increase efficiency, and provide better visibility into warehouse operations. Address any concerns they may have and emphasise its positive impact on their daily tasks.

Our warehouse management system -BladePRO, has been designed and developed to control the entire fulfilment process, from inventory management to controlling and customising orders across multiple channels.

Get started today! Discover why hundreds of clients trust I-Fulfilment.

i-fulfilment.com
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