

Combining
advanced
Dispatcher WMS
configuration and
best practice
adoption
**at a top UK
supermarket**



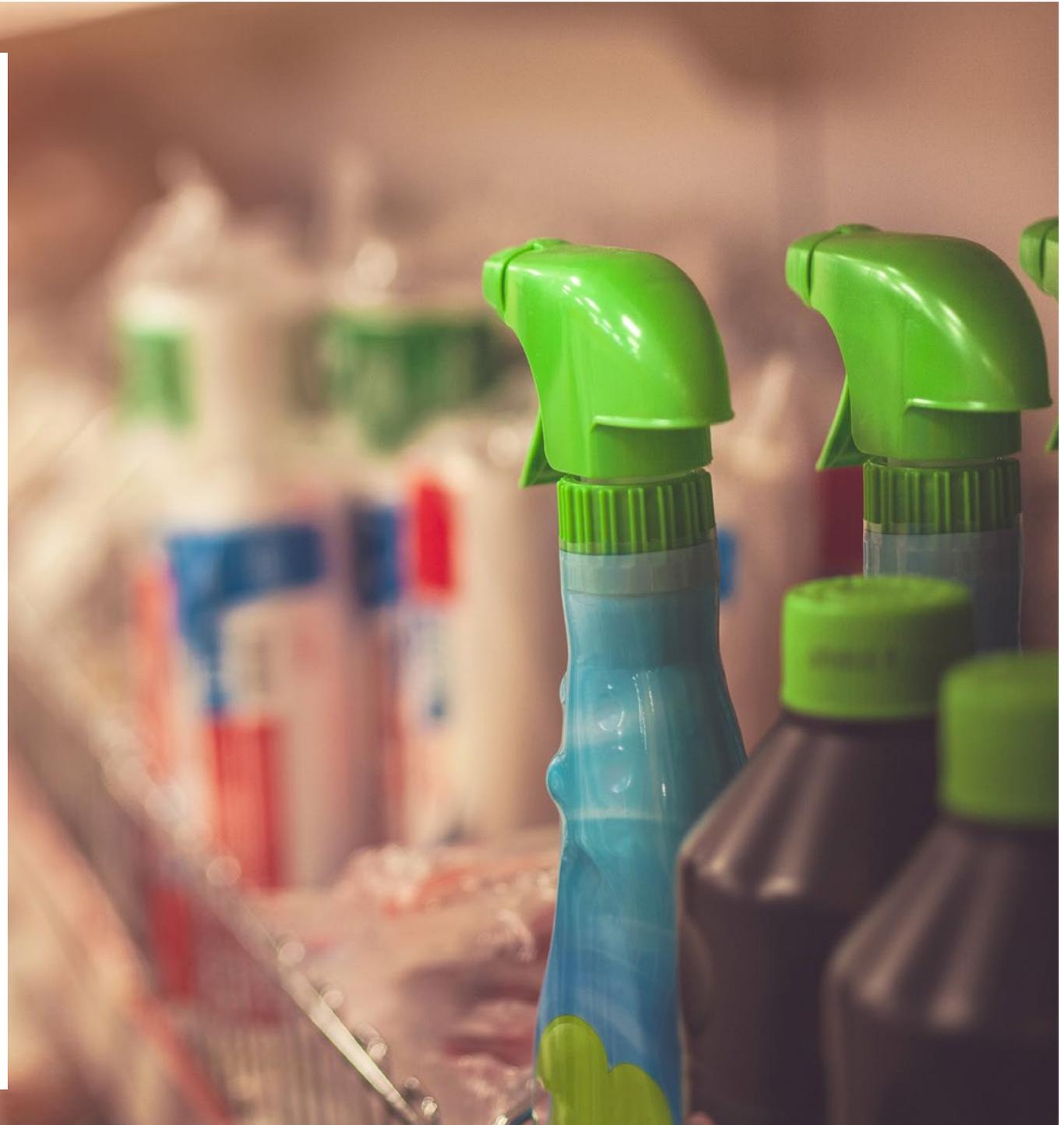
REPL

THE NEED

A UK leading supermarket's had selected **Blue Yonder's Dispatcher Warehouse Management System (WMS) and Warehouse Labor Management (WLM) systems for implementation across its warehouse estate.**

The supermarket needed an experienced and knowledgeable WLM practitioner to replace existing resources in their WMS & WLM programme.

The programme included implementing the WLM solution at 2 remaining sites, in addition to resolving 3 major outstanding issues with the existing WLM configuration, which was not resolvable with existing resources.





THE SOLUTION

REPL provided an experienced and knowledgeable WLM practitioner to replace the client's existing resources in their WMS & WLM programme.

Onboarded from the very beginning, REPL helped the client redesign their solution approach to deployment, improve productivity, embrace industry best practice and to engage a change management program of work across the Supply Chain Division.



THE RESULTS

The 2 sites were deployed successfully, using the revised WLM approach, as proposed by WLM practitioner. The supermarket chain was able to sign off BAU (with no issues) in 4 weeks from Go Live compared to a previous timeline of 12 weeks with outstanding issues.

The major configuration issues were resolved and signed off by business owners in the first 4 weeks.

The supermarket requested a deep dive into the current strategic approach and how the WLM system is configured at existing sites, based on the output from the revised approach. These findings led to the reinvigoration of Site based WLM Champions and a redesign of the configuration approach. The approach led to a 12 months retro-fit of the new configuration across all WLM instances.

The Supply Chain Leadership were re-engaged and trained on how to use the solution effectively. This led to additional region reports being created and the information being fed into the commercial reports for each site.

THE REPL DIFFERENCE

The client wanted a partner that would work with them to drive best practice use of their WLM solution and challenge existing ways of working. **REPL provided the supermarket chain with a clear strategy that ensured ROI on their investment was maximised.**

Additionally, they were able to future proof upgrades by having a vanilla WLM solution.

REPL worked closely with the central and warehouse business teams to fully understand their processes and offered constructive challenges and alternative options when identifying an area of best practice opportunity to develop into standard practice. Therefore, a combination of advanced configuration and best practice adoption resulted in a successful implementation and a new standardised configuration approach.



REPL Group is a world-leading consultancy and technology group specialising in workforce management, supply chain, customer experience and enterprise systems.

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