

ENGAGEMENT CASE STUDY

Leading Dairy Manufacturer Successfully Implements Advanced WMS Solution of Microsoft Dynamics 365 - Finance & Supply Chain



CUSTOMER BACKGROUND

The Customer is a multinational cooperative and is one of the largest producers of dairy products in the world. They produce & distribute milk products including a variety of butter & cheese under different brands worldwide. The company also develops and manufactures milk-based ingredients, primarily functional and nutritional milk proteins, bioactive phospholipids, minerals, permeate and lactose for the food industry.

BUSINESS CASE

The organization was using D365 – Finance & Supply Chain for managing their business operations. To optimize their warehouse operations, INFOR WMS was implemented and integrated with the ERP system in one of the distribution warehouses.

Godrej Infotech suggested to the Customer that the Advanced WMS solution of Dynamics 365 can help in organising their warehouses while eliminating the need for integration and separate licensing of software.

The organization has more than 15 distribution warehouses. They also own a fleet of vans and trucks for managing sales. The requirement was:

- To track and monitor the movement of inventory throughout the life cycle
- Ensure that products are sold as per FEFO (First expiry first out) criteria
- Optimizing warehouse operations for minimizing manual efforts and eliminating errors
- Designing of warehouse layout and locations based on the temperature conditions and product type
- Physical tracking of inventory batches to monitor shelf life
- Handling of customer returns and claims

BUSINESS SOLUTION

Since Godrej Infotech Ltd. (GITL) had completed the earlier implementation of Dynamics 365, they were selected to design and develop a robust, agile, simple and easy to implement advanced warehousing solution.

HIGHLIGHTS

Industry : Manufacturing & Distribution

Project Location : Kingdom of Saudi Arabia

Engagement Since : 2020

Solution Snapshot :

- MS Dynamics D365
- Advanced warehouse management system
- Integration with legacy systems such as DMAS
- Successful UAT done through remote working due to the Covid-19 pandemic

Highlights of the solution provided are:

- Optimal design and layout of warehouse locations
- Integration with other legacy system such as DMAS
- Configuration of portable handheld devices for warehouse work execution
- Physical tracking and monitoring of inventory with actual batch numbers and shelf life
- Ensuring the picking of items as per FEFO strategy
- Standard and customized reports with layout and font as per Customer requirements

CHALLENGES

Since this was a complex implementation, following were the challenges due to the unique nature of Customer requirements:

- Storage of item with more than one-month expiry date should not be mixed
- Ensuring that current customization should not be impacted
- The system should have the flexibility to allow picking any batch other than the suggested batch based on FEFO

Despite these challenge, the entire project was successfully executed from offsite right from the design stage to the hyper care support phase.

BENEFITS

- Earlier manual process in warehouse have been automated
- Structured, well planned and defined warehouse locations minimizing the movement of workers and efforts in picking routes
- Physical tracking of inventory batches is now a reality and shelf life management is possible
- Scannable labels and reports are now available for ease and efficient warehouse operations
- Real-time and easy tracking of inventory

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ABOUT GODREJ INFOTECH

Godrej Infotech Limited, part of the \$4.1 Bn. Godrej group is one of the leading IT service providers specializing in End-to-End IT solutions & services. Strategic partnership with industry leaders like Microsoft, Infor, LS Retail, & Oracle have played an instrumental role in making the organization a mature IT partner that understands the value of business process automation. Our service offerings - Business Consulting, ERP Implementation & Support, App Development, Integration, Digital transformation, Analytical services, Mobile App Development, Infrastructure Management, & e-Commerce. We have domain & technology expertise in the manufacturing, retail, trading, distribution, logistics, hospitality, project, & service industries. An ISO 9001:2015 certified company, GITL is headquartered in Mumbai, India with presence in Middle East, APAC, Europe, US & customer footprints extending across multiple geographies.

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