

High-end UK
retailer selects
REPL to drive best
practice and ensure
**ROI of Dispatcher
Warehouse
Management
System (WMS)**



REPL

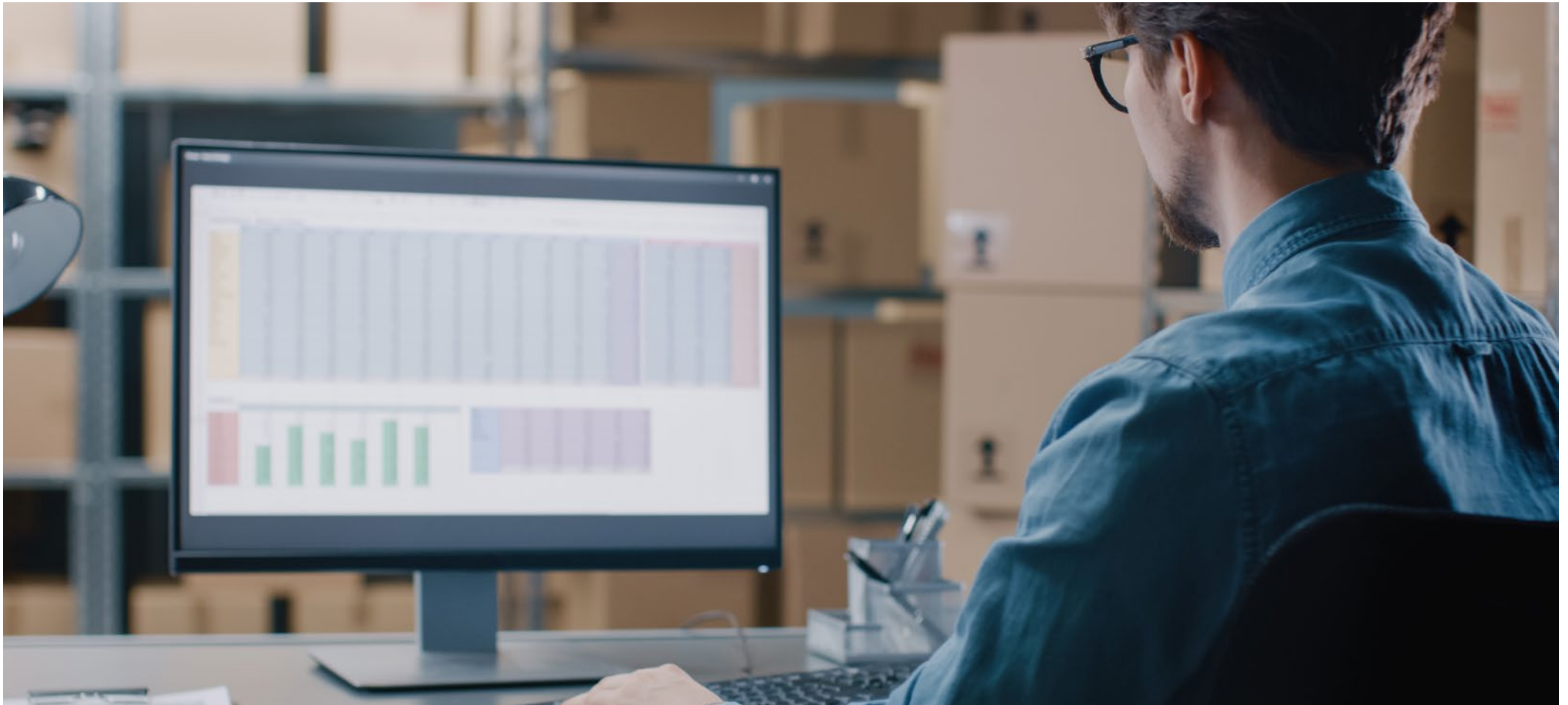
THE NEED

A UK high-end department store company wanted to review their current version of **Blue Yonder Dispatcher Warehouse Management System (WMS)** and understand the benefits of moving to a new version. They were aware they had several modifications and wanted to understand if they would still be required to implement this new version of **Dispatcher**.

The department store **business** needed a world-class systems integrator to own the **end-to-end** delivery of this programme.

The programme included implementing the solution at a brand-new site, in addition to upgrading the existing sites to the latest version of **Blue Yonder Dispatcher**.





THE SOLUTION

REPL provided programme management and systems integration services. Onboarded from the very beginning, REPL helped the client redesign their solution to improve productivity, embrace industry best practice and reduce the number of modifications from eighty down to four.

THE RESULTS

Six sites are successfully operating the new solution.

Additional analysis has been provided for the client to define the strategy for future upgrades and to increase the scope of the products the solution covers in their warehouses. New opportunities and full business cases have been approved with new scope identified as a priority for delivery.

THE REPL DIFFERENCE



The client wanted a partner who would work with them to drive best practice into their new warehouse and challenge existing ways of working . **Their partnership with REPL ensured their investment in the new version of Dispatcher WMS was maximised and that future upgrades would be easily implemented thanks to a near vanilla solution.**

We worked closely with the business teams to fully understand their processes and offered constructive challenge and alternative options when we identified an area of best practice opportunity. Consequently, a combination of advanced configuration and best practice adoption resulted in a successful implementation, a new templated configuration approach and a solution with minimal system modifications.

We also provided **the client with access to one of our Account Managers and our Chief Operations Officer** to provide delivery assurance and feed into the Programme Steering Group , **drawing from their experience of delivering WMS solutions and large retail** programmes to other retailers.

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

Since its beginnings in 2007, the UK-headquartered firm, formed by a specialist team with highly-successful retail careers, has enjoyed year-on-year growth and global expansion into new markets and has since been recognised in the 2019 Queen's Awards for International Trade as a result. Part of the London Stock Exchange Group's 1000 companies to Inspire Britain 2019 report, REPL Group draws on its experience and expertise to deliver visionary professional services and unique solutions that transform business operations, with its products also listed on the Digital Marketplace.



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