



ORDER MANAGEMENT



THE CLIENT

- A leader in the FMCG industry, the client distributes over 10 SKUs to more than 200 outlets located across multiple cities and towns in India from 12 distribution centres located strategically across the country.



10+ SKUs



200 outlets

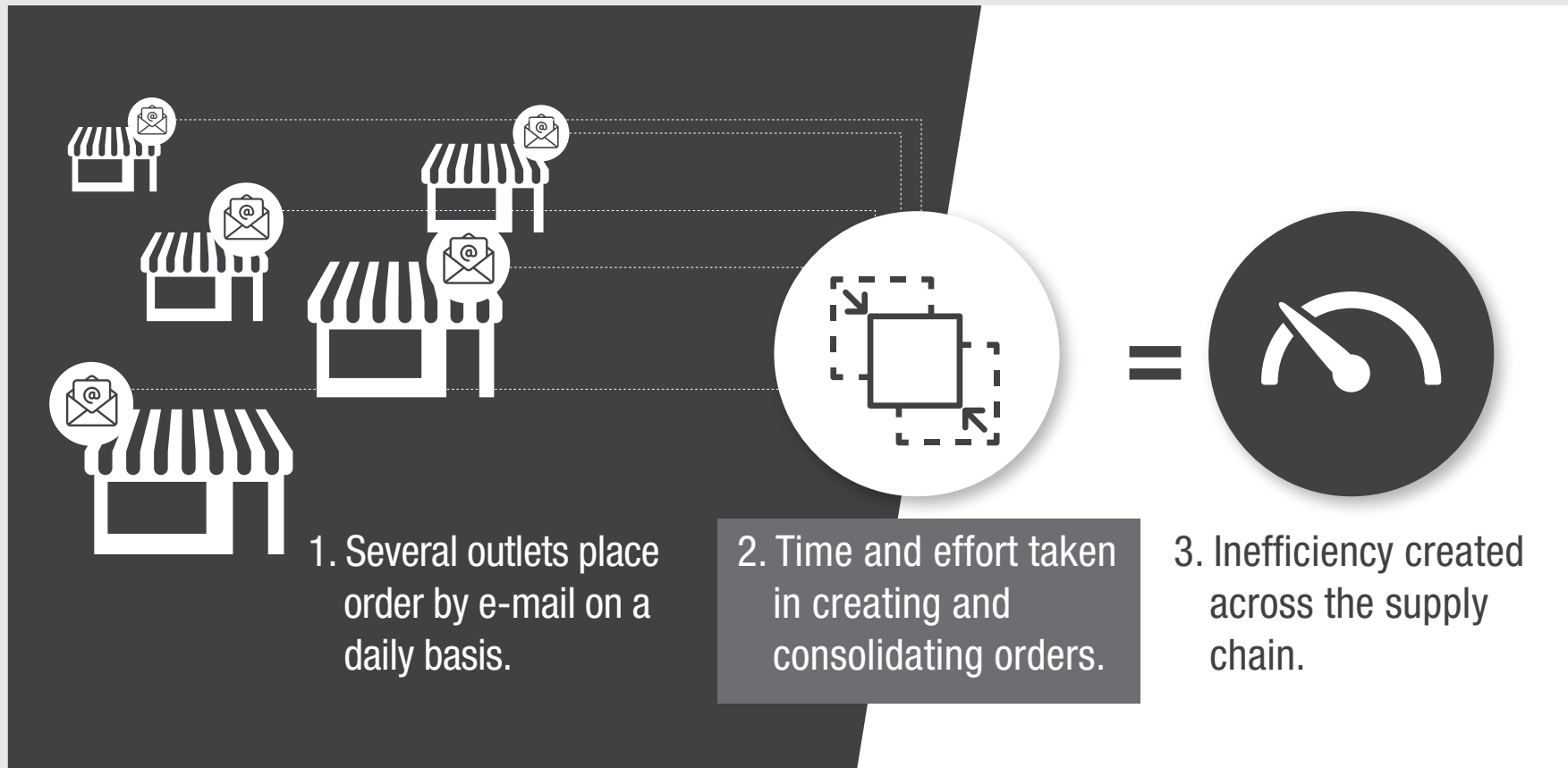


Multiple cities
and towns



12 distribution
centres

THE CHALLENGE



THE SOLUTION

Modified web-based Online Store Ordering Product

Integrated ordering system



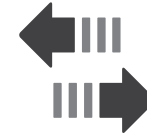
Our Web based Online Store Ordering Product was modified to the business need and implemented across all stores, enabling stores to place orders with the Distribution centre. The product managed all exceptions that were identified by the business and contingency plans were built to ensure emergency situations.

Alerts and easy updates



Auto-mailer functionality as well as alert notifications were sent to stores to update, modify, and delete orders placed 24 hours prior to the actual delivery timestamp.

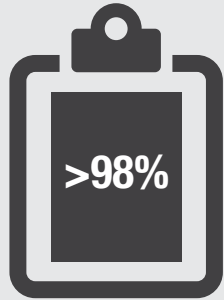
Integration with ERP



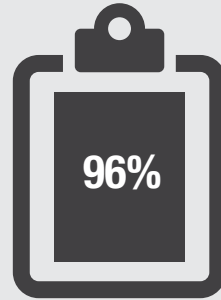
The module further integrated with the ERP system and ensured smooth flow of the transactions. This was further integrated to the inventory and payment system.

RESULTS

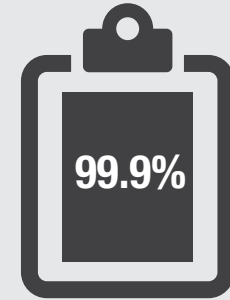
Better order accuracy, increased fulfilment, improved line fill



- Order processing accuracy is >98%



- Order fulfilment from DC improved to 96% from earlier level of 79%



- Line fill improved to 99.9%

TOTAL VALUE CHAIN

Services that deliver the future

Supply Chain Planning

- Predictive solutions for supply chain management.

Supply Chain Management (3PL)

- Prime partner for warehousing, logistics and value added services.

Operations Centre

- Increase efficiency through operations expertise and control.

Unit Management

- Enhance unit performance and profitability - managed in real-time.

Automation

- Improve execution quality through automation.

More about what we do at www.totalvaluechain.com