

GETTING A BIGGER BOAT TO GO FISHING



About our Clients

KORCOMPTENZ's ecommerce and retail customers come from a range of verticals and specialties including B2C and B2B brands. We've done successful deployments for everything from fashion to outdoor lifestyles and building products, all with a focus on solving business challenges and providing competitive advantage.

Challenges

- Legacy applications did not support integration with other channels
- No system to support omnichannel sales, retail POS and ecommerce managed by a separate platform
- Very little automation
- Third-party applications were purchased to provide features that were missing from the base systems that were difficult to upgrade
- Few insights into business data
- No real-time data available
- Existing systems were not flexible to grow with the business



Solutions



Results (Measurable Business Benefits)

Business Management

- Integrated ordering, pick, pack, and ship with improved performance from point of sale to warehouse processes
- Improved vendor management processes and controls for faster, more accurate replenishment
- Full visibility to all financials and business processes from a single system

Sales

- More accurate inventory and pricing across the retail store, web, and marketplace channels
- Faster time to market across all channels for new products
- Improved analytics and forecasting
- True omnichannel sales management with all orders regardless of location managed in a single platform

Customer Service

- Customer service representatives have access to full customer information directly from the ERP for enhanced resolution times and higher satisfaction
- The service desk is integrated across web, phone, email, and chat for true omnichannel customer supported
- Service level agreements and detailed analytics are enforced and available to plan staffing and improvements

Innovation Spotlight: Warehouse Mobile App

One of the end customers required significant improvements in their warehouse pick, pack, and ship process. The overall need was to process orders twice as fast. KORCOMPTENZ created a customized mobile app integrated with Microsoft Dynamics ERP. Warehouse employees wear the app on their wrists and use a key-ring barcode scanner to more accurately and quickly process orders.

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