

EXPLORING CLOUD-BASED WMS IMPLEMENTATION

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Most of the business inefficiency problems stem from the warehouse. Naturally, these hitches in the warehouse workflow cause both workers and employees to be disgruntled. As an intern in the Agri-Business Division of ITC Ltd., I had the opportunity to comprehend and acquire insights into the warehouse operations' & implementation of a digital platform. i.e., A cloud-based customized WMS for data capture for easy retrieval which allows the operations to work fast, fulfil orders promptly, minimize employee errors, activity scheduling and achieving efficient resource planning across the value chain. Warehouse operations are often in the middle of the supply chain. Therefore, there are a great deal of external factors that can have a direct impact on the operation that are out of our control. Getting visibility of these factors would enable the operation to be able to react, which is a challenge.



In order to support and maintain the complete infrastructure, on-premises WMS—whether a component of ERP or a supply chain management system—requires more internal resources. The cost of administering and maintaining an on-premises system has been reduced by the development of focused warehouse management solutions that only operate in the cloud. Finding a right warehouse management system will allow us to preserve the things that are

operating efficiently and also address the bottlenecks. I had the chance to visit two warehouses and observe how they operated. I subsequently took steps to identify the operational and functional needs of the data for warehouse operations. I have proposed customized functional features that need to be included in each operational activity, from receipts to shipment, based on the specifications. In order to choose the best vendor to meet these specific operational requirements, I have created an operational and functional requirement document.

Based on the present and projected needs of the warehouse, I have compiled a list of suitable providers. I discussed with approximately 16 vendors about the functional and operational requirements before sending an RFP to the vendors that covers the most crucial requirements. A comparison matrix of the vendors was then created in order to shortlist the top contenders. Most of the WMS providers are ready to customize their functionalities according to the requirements of the business. While most of the warehouse management systems may have similar features, the total cost of ownership, implementation and ongoing operating costs may be vastly different.

The new system will be extremely effective. It helps to improve the accuracy of inventory tracking, as well as improve overall efficiency. This leads to significant cost savings for ITC. When I was offered the chance to do a summer internship at ITC, I jumped at the opportunity. I had always been interested in the world of business, and ITC seemed like the perfect place to learn more about it.

The key insights from the project of implementing a warehouse management system in ITC warehouses were that the process is very complex and requires a lot of coordination between different teams. Additionally, I learned about the importance of accurate data in order to make informed decisions. The sequential process of business cycle is the crucial insight of this project.