





Highlights

A Software and Services provider based in Japan required our expertise to extend the digital warehouse module, part of its solution for manufacturing and industry. The objective was to increase customer satisfaction, go paperless, save costs on recycling and supplies and deliver significant timesaving.

Overview

The clients found themselves spending excessive amounts of time on warehouse picking and shipment. Discrepancies with stock were a perceived weakness and a potential impact on customer satisfaction. Manual processes were required to correct available stock data and the shipment would then be noted on packing but had to be managed separately. Inaccurate shipments doubled the time required to report discrepancies, slowing shipments down considerably, wasting administrative efforts and requiring customer management activities.



The Challenge

With plans to replace clipboards with tablets, our client wanted a mobile solution to digitise stock picking and shipment checking. However, they did not have a design - just a set of criteria. They needed a solution that would complement their current Salesforce solution. We were tasked with creating a bespoke solution that could integrate into their existing systems.

The Solution

Working to the agile methodology, we had detailed discussions to understand the unique characteristics of the problems. Working with the product owners and key stake holders to create a backlog detailing the project requirements

Three new features had to be created, digital inventory, digital picking and shipment checking.

To achieve this, we needed to digitalise two sections of the management system: the inventory checking and the ability to update stock details had to link back into the system, creating an accurate packing list based on realtime stock availability.

First, the backlog was broken down into smaller stories and prioritised. The higher value stories at the top of the backlog, those with less value at the bottom.

To help with the breakdown and ensure the team delivered what the client wanted, they utilised a design tool that featured Salesforce assets. Using this, they created quick, accurate examples of what the product user experience without writing any code. These were reviewed with the customer and any additional requests added to the scope before signing off.

To add value quickly to the project - the development team worked using an Agile methodology. The requirements had been broken down into smaller user stories expressed so that each item had value to the client and the product. The team delivered value quickly by working on multiple overlapping user stories that covered requirements, design, coding and testing daily.

The team then extended the management system using the Salesforce Lightning Web Component (LWC) framework to create pages that retrieved information from the cloud database. The pages generated gave the user the ability to search and input shipment data via multiple fields, including free text, pre-populated dropdowns, and checkboxes.

When information is captured, it is then saved and written to the database, ready for the next stage in the shipping process.

The Result

Working with the client to understand the problem, collaborating on the design, and focusing on how the implementation can add value has delivered a working extension to its bespoke digital warehouse solution.

The results are there to see. Customer satisfaction has improved and there is no longer the need to spend excessive amounts of time on administration and significant money saved on resources and recycling costs.

The product can send digital inventory and pick information in real-time, providing a seamless interface between inventory checking and shipping. The mobile solution has increased productivity, reduced the paperwork required, and eliminated discrepancies.

The solution we have created is now commercially sold, and the enhancements to their systems have helped expand their capability and competitive edge. The application was developed for an international audience and needed to consider 'complex character sets'.



Interested in finding more about Software Imaging

Software Imaging is a software development company that creates innovative bespoke solutions and software products to solve businesses' most challenging issues. We have gained a worldwide reputation for quality printer development. Through our imaging services business you can take advantage of hundreds of man-years of experience that can be applied to your drivers quality performance or specific feature set requirements.



martin-bonner@softwareimaging.com www.softwareimaging.com