Case Study
Design & Implementation of Serialized Management System for US-based Global Technology Distributor
Client
A Fortune 100 company, which is the world’s largest wholesale technology distributor, and a global leader in IT supply-chain and logistics solutions.

Challenges
The client was looking to store the serialized data for the products being handled in the warehouse into a data repository, so as to enable the location-based tracking of actual products. The serial-to-location tracking feature was the major ask with major challenges as below:

LTI Solution
LTI helped the client to implement an ESMS solution to store and analyze the serialized product data, and it was achieved through following activities:

- Real-time Serial management flow between WMS and Enterprise Serial Management System (ESMS)
- Making the serial numbers eligible for shipping after the returns process
- Automating the loading of Serial data from the OEM through a flat file
- Reducing the WMS Processing times
- Integration of WMS and ESMS through web-service call
- Optimization of Custom code/functionalities to reduce network delays
- Customizing WMS to use different parameters for different types of product picking
- Enabling web-service call in all the RF handheld devices and in work stations
Business Benefits Delivered

- Data transfer between the host and WMS system is significantly reduced.
- Transaction time for serial picking/receiving between the WMS and the host system decreased by 80%.
- ESMS to handle multi-tier data system and to share data through the web-services.

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