How a Retail Chain Cut Fulfillment Time by 35% and Saved 20% on Inventory Costs

Problem

A countrywide retail chain faced persistent delays and inefficiencies in its order fulfillment process due to disconnected systems and manual workflows. Inventory discrepancies caused frequent stockouts and overstocking, resulting in increased operational costs and dissatisfied customers. The company needed a scalable, integrated solution to streamline its supply chain and improve customer satisfaction.

Solution

Xylity teams of experts implemented Microsoft Dynamics 365 Business Central to automate the client's end-to-end order management and inventory processes.

The solution provided

- **Integrated Order Processing:** Orders from multiple sales channels were automatically captured and validated, eliminating manual data entry.

- **Real-Time Inventory Management:** The system tracked inventory across warehouses in real-time, flagging low-stock items and triggering automated reorders.

- **Automated Fulfillment Workflow:** Picking, packing, and shipping operations were synchronized with inventory updates, ensuring timely and accurate deliveries.

Workflow

- **Order Entry:** Sales orders were automatically integrated from e-commerce platforms and in-store systems.

- **Validation:** The system validated orders against stock availability, pricing, and customer profiles.

- **Stock Allocation:** Inventory was allocated in real-time, ensuring items were reserved before fulfillment.

- **Automated Reordering:** Predefined thresholds triggered purchase orders to replenish stock.

  Shipping Integration: Automated labels, tracking, and notifications streamlined delivery.

Achievements

- **Order fulfillment time reduced by 35% due to synchronized processes.**

- **Manual errors in order processing decreased by 40%, minimizing customer complaints.**

- **Inventory accuracy improved, saving the company 20% in annual stock-related costs.**

- **Customer satisfaction scores increased by 15%, enhancing brand loyalty.**