

An aerial photograph of a busy industrial port. A large blue and white ship is docked at a pier, with a barge alongside it. The water is a vibrant turquoise. The pier is filled with industrial structures, including cranes and scaffolding. In the background, a large area is filled with colorful shipping containers in shades of blue, red, and green. The overall scene is one of active industrial operations.

SOCIUS24

KWE

Case Study

A partnership with roots dating back nearly two decades is stronger than ever as Socius24 continue to support KWE's WMS requirements

“It was back in 2001 that KWE first implemented the Dispatcher WMS in Liege, Belgium. The experience and the professionalism of the person performing the installation was outstanding yet little did we know at that point we were establishing a trusted partnership that has now lasted almost two decades and delivered significant value to our business.”

Alex Skinner, Head of IT EMEA, **KWE**



About KWE

KWE provides comprehensive one-stop services and solutions that incorporate airfreight forwarding, ocean freight forwarding and a full-range of logistics services to provide “Optimum Distribution Solutions” to its clients on a global scale. The origins of the business date back to 1948 when the Operation Bureau of Kinki Nippon Railway Co., began handling international freight and travel service. Twenty-one years later in 1969, Kintetsu Air Freight Service Ltd. was established in Hong Kong and in the same year Kintetsu World Express was established in the USA. Today KWE operate throughout 4 continents, with 834 locations across 46 countries.

Background

As a Third-Party Logistics company, KWE provides multimodal forwarding and logistics services to a wide range of customers, all of which have their own specific requirements. Expanding rapidly across the world, KWE was looking to standardise their Warehouse Management System (WMS) in the EMEA region and selected Blue Yonder (formerly JDA and previously RedPrairie) Dispatcher WMS as the solution that could fulfil their needs.

The founders of Socius24 were then working for RedPrairie and were involved in the design and implementation of KWE’s first system in Liege, Belgium. From that very first installation a high degree of trust was established and when the team went on to form Socius24, KWE had no hesitation in continuing this partnership to support them and further develop their use of Blue Yonder Dispatcher WMS.





“We originally selected Dispatcher WMS for its breadth of functionality and its flexibility and to date we have not had a single situation that this solution could not cope with. Our trusted partnership with Socius24 has also proved to be invaluable. From day one when the team worked for RedPrairie, to today as Socius24, they have consistently delivered for us and shown the true value of their expertise and experience.”

Christian Poels, Manager Logistics Applications
- WMS & EDI Projects EMEA

Challenges

For KWE it was not just about selecting the right WMS platform but establishing a trusted partnership with a team that could help them along every step of their journey, guiding and supporting them to align technology with their ever-changing business needs.

In terms of a WMS, they needed a solution that was highly configurable. Every client has specific requirements regarding storage, repackaging and shipping and the solution had to support every nuance across clients rather than restrict their operation to a ‘one size fits all’ approach.

As for a partner, KWE was looking for someone who would take the time to truly understand their business, who would apply their experience of utilising a WMS in a 3PL environment and would challenge them to maximise the technology to add value to their clients and drive operational efficiency.

Key Requirements



Platform Flexibility: The ability to not only tailor the solution to the operational needs of KWE but enable each specific requirement of their clients to be met.



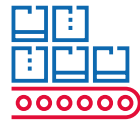
Advice & Guidance: A partner who could add value, advising and guiding them on best practice and how to maximise Dispatcher WMS across their all of their operations.



Support: A partner that was always there for them, not only ensuring the solution was reliable, but also expanding and adopting its use as the needs of the business evolved.

Solutions Delivered

KWE is a perfect example of the best solution being a combination of the right technology and the right partner. The initial Blue Yonder Dispatcher WMS solution was delivered almost two decades ago, yet today, with the help of Socius24, KWE are continuing to expand its application across their utilisation across their operation to deliver greater value to clients and increase operational efficiency.



1. Blue Yonder Dispatcher WMS

Implemented across ten EMEA sites to standardise operations throughout the full supply chain while ensuring KWE can fully support the individual needs of each of their clients and be highly responsive as these needs change.



2. User Service Portal

This Socius24 bolt-on to Blue Yonder Dispatcher WMS is utilised to provide end-to-end visibility of the operation to KWE management as well as enabling clients to have real-time remote visibility of their stock, orders and shipments.



3. Socius24 Advice & Guidance

Socius24 has been at KWE's side every step of their journey, helping them to configure, upgrade and support the evolving Blue Yonder Dispatcher WMS to meet even the most challenging client requirements and to explore new areas of functionality to utilise within their operations.



4. Socius24 Support & Services

Since the initial first implementation Socius24 have helped KWE to roll out the solution to a further nine sites across EMEA, to regularly upgrade the system to take advantage of new functionality and to implement a number of Proof-of-Concepts to evaluate and implement new capabilities.

Outcome

The combination of Blue Yonder Dispatcher WMS and Socius24 has and continues to deliver significant value and benefits across KWE's EMEA operations.

MEETING CUSTOMER NEEDS

The flexibility of Blue Yonder Dispatcher WMS along with the Socius24 USP application enables KWE to meet the unique needs of every one of their clients, managing the specific end-to-end logistics, storage and repackaging requirements of each client within their contracted SLAs.

DRIVING OPERATIONAL EFFICIENCY

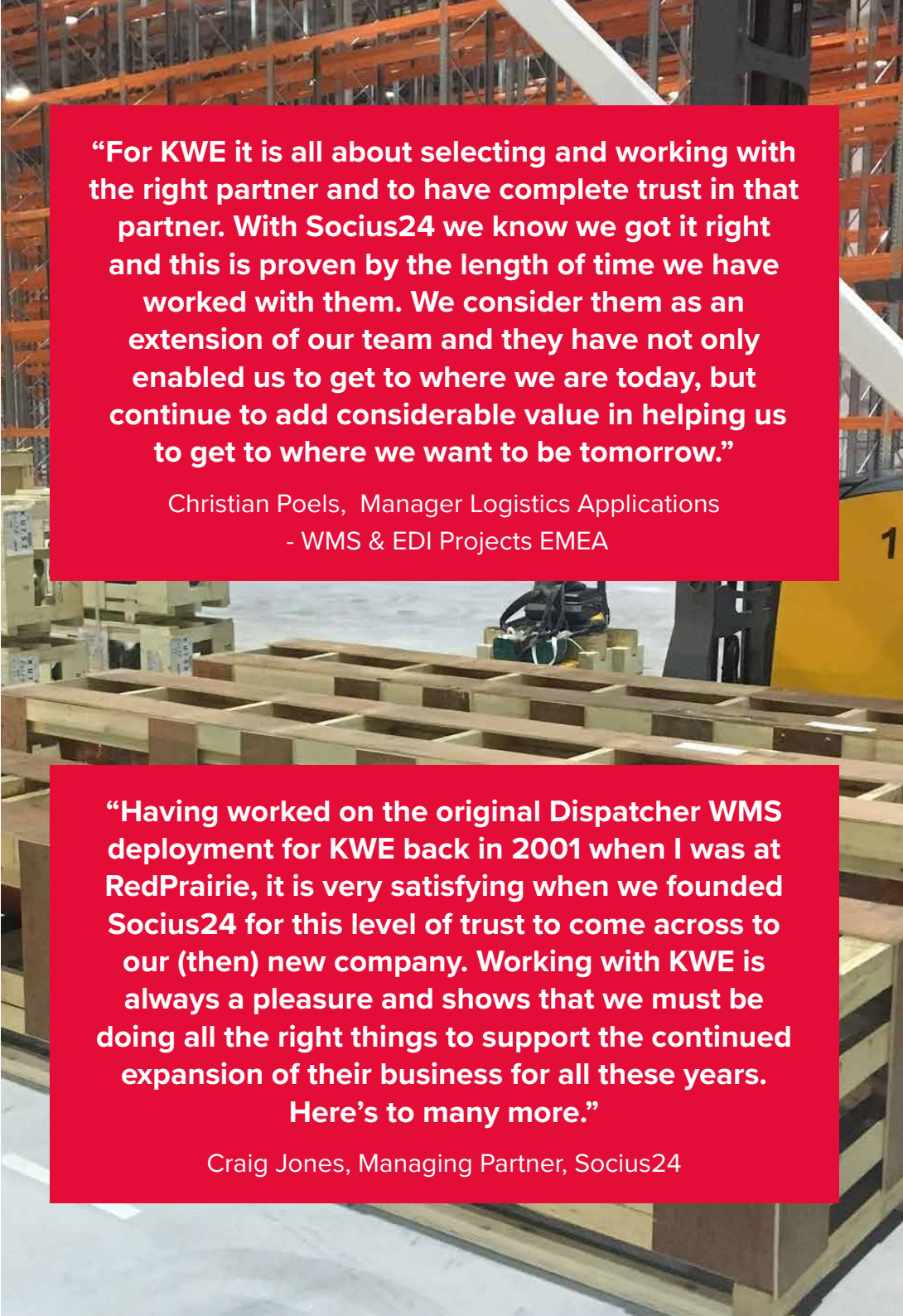
Working alongside Socius24, KWE have been able to automate and optimise many of their processes across their operation. This has not only meant being able to fulfil challenging turnaround times for their clients, but to do so in a far more cost-effective manner.

ENABLING OPERATIONAL AGILITY

The speed at which processes and priorities can be adjusted within Blue Yonder Dispatcher WMS enables KWE to be highly agile for their clients. This has proved to be invaluable in the first half of 2020 when the Coronavirus Pandemic created numerous operational challenges.

GIVING CONFIDENCE IN THE FUTURE

Having a Blue Yonder Dispatcher WMS partner they can fully trust provides KWE with confidence about the future. They know that Socius24 are always there for them when they have a new client requirement to be implemented or looking to expand their system. They also know that Socius24 is looking after their best interests, proactively guiding them in ways they can gain more value from Blue Yonder Dispatcher WMS and challenging them to continually improve the alignment of technology to best practice and business need.



“For KWE it is all about selecting and working with the right partner and to have complete trust in that partner. With Socius24 we know we got it right and this is proven by the length of time we have worked with them. We consider them as an extension of our team and they have not only enabled us to get to where we are today, but continue to add considerable value in helping us to get to where we want to be tomorrow.”

Christian Poels, Manager Logistics Applications
- WMS & EDI Projects EMEA

“Having worked on the original Dispatcher WMS deployment for KWE back in 2001 when I was at RedPrairie, it is very satisfying when we founded Socius24 for this level of trust to come across to our (then) new company. Working with KWE is always a pleasure and shows that we must be doing all the right things to support the continued expansion of their business for all these years. Here's to many more.”

Craig Jones, Managing Partner, Socius24

Blue Yonder Dispatcher Warehouse Management System

Blue Yonder is one of the most recognisable and implemented solutions in the world.

Socius24's expertise comes from our involvement in the design and development of the original RedPrairie Dispatcher solution, which enables us to fast-track deployment and ensure that our clients use its capabilities to the full. This reduces the cost and risk of deployment, leveraging a broad set of pre-built templates and plug-ins, allowing our customers to quickly gain the functionality they require.

Benefits of this solution include:



USER FRIENDLY INTERFACE

A user-friendly interface that is tailored to your business with extra functionality available as you grow at a national or global level.



TRACEABILITY

Traceability is critical for some industries, so you will know where your stock is from and information about serial numbers, expiry dates. This all helps particularly if there is a need for a batch recall.



INCREASED VISIBILITY

Increased visibility of your inventory from the moment it enters your warehouse or is manufactured to the point of sale.





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