ORGANISATION AND INVENTORY OF STOCK IN WAREHOUSE FOR ONLINE RETAILER

Case Study: Warehouse Support – E-Commerce Service Provider

An e-commerce service provider required a solution to create an **accurate and up-to-date database of stock in the warehouse** for a new customer

RGIS®

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A company that provides digital, automated and scalable e-commerce solutions across Europe through numerous partnerships, required the support of RGIS. The company employs more than 600 people to ensure that companies can focus on growth and that e-commerce logistics are worry-free. The Group has its headquarters in Switzerland, with other sites throughout Switzerland and Germany.

REQUIREMENT

The e-commerce service provider secured a new customer that had an online shop specialising in non-food items. Having taken over all the company's fulfilment, they faced a big challenge of creating an **accurate and up-to-date stock file**.

Due to a good reputation in Switzerland, with expertise and experience to handle such inventory challenges, the service provider approached RGIS to provide the following:

- Complete a **physical inventory count** of the customer's warehouse
- Provide **new and accurate inventory database** of stock items and their location
- **Check and count deliveries** in the inbound department
- **Merge storage locations** in the outbound department
- **Count and detect duplicate items** in combination with inventory of stock items

SOLUTION

The e-commerce service provider partnered with RGIS to complete the **organisation and inventory of stock project**, and RGIS provided the following:

- After initial meetings and visits, RGIS compiled a **detailed process and project plan**
- A team of **35 experienced RGIS auditors** were scheduled per day
- RGIS teams completed the **physical inventory of stock in the warehouse**
- **Stock items were identified**, locations checked and then documented on the system
- An **accurate database of stock items** with the correct locations was created

RESULTS

The e-commerce service provider found by outsourcing the **organisation and inventory of stock project** to RGIS, the following results were achieved:

- RGIS teams accurately **counted approximately 1,200,000 SKUs**, 1,200 pallets and over 5,000 bins
- RGIS also supported the service provider in **counting and booking inbound items** in, so that they could immediately be transported to the correct location in the warehouse
- By using RGIS for the organisation and inventory of the warehouse, the project was **completed in six weeks**, rather than the anticipated 10 weeks using the company's own internal employees
- The customer was **very happy to have selected RGIS as a partner** as RGIS has shown their **extensive expertise and experience** to handle complex inventory challenges, and were able to **deliver accurate and reliable results**
- The customer was **very satisfied with the results delivered** and hopes to continue **working with RGIS in the future** for support with other inventories and services

By partnering with RGIS, the e-commerce service provider now has **full control of all the new customer's stock** in the warehouse, in order for them to provide a **quality fulfilment service** for them

Warehouse Support

Information Gathering

Accurate Data

Satisfied Customer

CONTACT RGIS TODAY TO SEE HOW WE CAN HELP YOU

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