# INCONSO
## KÖRBER SOLUTIONS

Case Study

# IWL Internationale Wein Logistik: inconsoWMS etc.

## Efficient B2B- and B2C-Logistics

## Customer profile

From Tornesch near Hamburg, IWL Internationale Wein Logistik GmbH ships exclusive wine, champagne and spirits. Thousands of bottles, gifts and other food and non-food products are stored and shipped every day. Far from mere beverage logistics. As a full service provider for B2B and B2C business, the company ships about two million packages and 100,000 pallets per year, including individualized repacking, goods and goods accessories as well as gift baskets.

## Requirements

It has already been ten years since IWL decided to work together with inconso. At the site in Tornesch, a solution was implemented with which the complex challenges of mail order business could be overcome. inconsoWMS was chosen because it is a software solution designed for complex and automated warehouse processes. It flexibly adjusts to ever increasing requirements and controls all processes along the warehouse logistics chain: from receiving and quality assurance to store-in, picking and consolidation through to shipping.

## The Solution

In the real world, inbound deliveries are first invoiced to inconsoWMS via a SAP system. Starting now, inconso's warehouse management system plans and controls the logistic store-in of fast movers near the packing stations and of the slow movers in the back of the picking hall. Original and partial cartons are ready in the flow rack warehouse. When the system is given the shipping preparation signals, wave creation starts. For efficiency and processing time optimization, orders are intelligently bundled as waves in order to maintain the 24-hour delivery service. Slots, shipping routes and product properties are considered during this as well as the latest start date (LSD) for the execution of a warehouse order, so that it leaves the warehouse just on time.

All of the requirements that ware defined for the warehouse in Tornesch at the start of the project have since been expanded upon. At the beginning, about 23,000 pallet locations were to be managed by inconsoWMS at a site. Today, the number has risen to 33,000 pallet locations at two sites in the Pinneberg district: one with 27,000 sqm and the other with 65,000 sqm of expansion area.

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## IWL

At these sites, inconsoLIS (Logistics Information System) keeps an eye on all goods movements for up to 1,000,000 units and 3,000,000 cartons in the picking warehouse, so the most important KPIs can be monitored at all times. Current statuses and chronological developments can be called up and visualized at any time. With inconsoLIS, statistical data and KPIs can be viewed retrospectively. In an emergency, the system can be used to operationally intervene in the process.

Moreover, IWL faces complex challenges in shipment processing. Per year, IWL ships about 25 million of Euros in wine bottles and selected foods and non-food products to supply thousands of both private and commercial end customers with fine wines and gifts. From a logistics point of view, not all bottles are the same. IWL uses air-conditioned rooms for storing about 8,000 exclusive products, whose individual values exceed tens of thousands of Euros.

Taking these special requirements into consideration, another solution was implemented that perfectly integrates into the existing software landscape: inconsoSDS (Shipping & Dispatch System). In the entire picking area, the system supports complete shipment processing for various haulers (parcel service providers or carriers) and takes over master data management, shipping label creation and freight cost determination. inconsoSDS does more than carry out administrative tasks to track the exact package path until outbound delivery.

In goods issue, IWL achieved the greatest increase in performance with inconsoSDS. This is most noticeable in the carrier determination area. On average, three deliveries are optimally planned in two seconds, i.e. 5,000 deliveries per hour. The monitoring option for number ranges and the simplified planning of routing updates have also significantly decreased administrative efforts.

With this system environment, IWL reacts much better to the big run that ensues when seasonal business starts. Shortly before Christmas, for example, the warehouse switches from two to three shift operation so that about



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one million individually wrapped gift packages are ready at the end of November. System support is needed primarily when sending personalized greeting cards in the gift business. Here too, the warehouse management system inconsoWMS supports the creation of internal invoices that give workers the needed lead time for fast and reliable staging – with a maximum volume of up to 25,000 greeting cards per day.

Another milestone was reached when a solution was implemented that enables picking numbers to be increased permanently in the picking area. This was achieved through an innovative Pick-by-Voice concept that, unlike a classic proprietary Pick-by-Voice solution, can also be used in multiple modes. True to the motto "many roads lead to Rome," a system is now in place that supports user operation purely voice-based (voice mode) as well as classically using a bar code scanner and user dialog (screen mode).

In this concept, two different approaches were intentionally and intelligently combined. Both modern web technology and voice recognition are regarded positively by users and create more freedom when carrying out daily work. The solution is easy to use and can be intuitively operated thanks to uniform user interfaces. The users can also switch modes during an ongoing process.

The goals aimed for – increasing efficiency and process quality, integrating powerful tools for controlling and monitoring as well as extended possibilities in shipment processing – were reached. Still, processes and the warehouse layout are constantly improved at IWL. With the system solutions of the inconso Logistics Suite, IWL Internationale Wein Logistik GmbH owns solutions that can adjust to new, future requirements in wine retail in the existing IT landscape step-by-step.

"I look back positively on over 10 years of working together with inconso. [...] We've taken on exciting topics and projects hand in hand and modified systems to suit changing business requirements – which we continue to do today. We're completely satisfied with how they turned out."

Frederick Paulsen,
Project Manager Information Logistics, IWL Internationale Wein Logistik GmbH

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**At a Glance**

Customer

- IWL Internationale Wein Logistik GmbH

Project Goals

- Increase in efficiency during goods transit
- Increased transparency when stocks and KPIs are displayed
- Performance boost in shipment processing
- Increase in efficiency in the store-in and picking areas

Products and Solutions

- inconsoWMS
- inconsoLIS
- inconsoSDS
- Pick-by-Voice
- Multimodal RF based on web technologies with Android devices

Main Benefit for the Customer

- Uniform software landscape based on the inconso Logistics Suite
- Connection of add-ons for improved process completion in the picking and shipping environment
- User-friendly interfaces and IT-supported, additional applications (Pick-by-Voice)

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