

A flexible WMS that meets every requirement

Industry :

Apparel and accessories retail

Employees: 501 - 1000



COMPANY OVERVIEW

Browns Shoes is a family-owned business founded in Montreal in 1940. Browns Shoes is a fashion footwear retailer with 50 stores established across the country under the Browns and B2 banners.

"Solochain has the flexibility to adapt to every customer's needs without having to spend a lot on customization."

(Alexandre Hubert, Capterra Review)



brownsshoes.com

Challenges

- Browns uses a very customer-centric approach. The goal is to improve the customer experience to generate an increase in revenue
- The retailer needs to manage three warehouses at full capacity
- Their highly automated distribution center requires the development of numerous custom processes
- Most of the retail stores are located in malls and have access to limited floor space: they require a system that can maximize the use of that space to reduce costs and increase revenue
- Browns needed a solution that was flexible enough to handle the highly frequent changes inherent to a retail business. The solution also had to be compatible with the KNAP system

Solutions

- Provide accurate real-time visibility on the inventory
- Provide accurate real-time visibility on operations
- Improve operational productivity
- Optimize inventory management to ensure stock rotation (FIFO)
- Optimize space utilization
- Increase customer order accuracy
- Leverage the use of the latest barcode technology to interface with Browns' ERP system
- Provide a flexible solution that can adapt to Browns' specific needs and evolve along with them
- Implement a system that is customizable and scalable
- Have the ability to handle stock requests and outgoing shipments
- Finally, provide an easy way to implement new ideas and facilitate the timely execution of those ideas

Results

- Browns is now able to develop new processes in record time.
- Browns has met all its requirements for the management of its facilities.
- It is now possible to process an order from the time of the order confirmation online through to the outgoing email with tracking information in less than 15 minutes, without human intervention.
- The cost of fulfilling orders is now five times less than previously.
- Browns is now able to manage individual store inventories and supply them with the most popular products in their respective area.
- The solution ensures that the goods meet the carrier on time and accurately.
- Traceability has been enhanced: Inventory accuracy has exceeded 99% after six months.
- Inventory and shipping accuracy are now at 99%. By eradicating errors, the solution has eliminated the need to update customers on any mistake.