

# WMS Selection for Luxury Bed & Bath Retailer

A \$50M luxury bed and bath retailer struggled with inefficiencies in its warehouse operations, requiring a modern WMS to improve inventory tracking, order fulfillment, and operational efficiency. The project required input and buy-in from operations, IT, finance, and executive leadership to ensure the selected solution aligned with the company's growth strategy.

*Lead the Request for Proposal (RFP) process to evaluate and select the best-fit WMS solution from multiple vendors to meet the client’s operational and financial goals*

**Business Outcomes:**

- Successfully selected and implemented a WMS solution estimated to save \$949K with a 2.4-year payback period.
- Improved operational efficiency, inventory accuracy, and scalability for future growth.



**Established Evaluation Framework:** Conducted meetings with stakeholders to identify pain points in the current system, define success criteria, and prioritize features (e.g., inventory visibility, scalability, and cost-effectiveness). Developed a structured decision framework that accounted for both quantitative metrics (cost, ROI) and qualitative factors (ease of use, scalability).

**Facilitated Transparent Evaluation Process:** Organized demonstrations and workshops with five potential WMS vendors, encouraging team members to provide feedback based on their specific needs. Created a scoring system that allowed all teams to weigh in on vendor performance, ensuring a collaborative and data-driven decision.

**Maintained Collaboration Throughout:** Held regular check-ins to track progress, discuss feedback, and ensure alignment across teams. Addressed concerns from IT about integration complexity by organizing technical deep-dive sessions with vendors. Resolved budgetary concerns by working with finance to demonstrate long-term savings and ROI of the selected system.