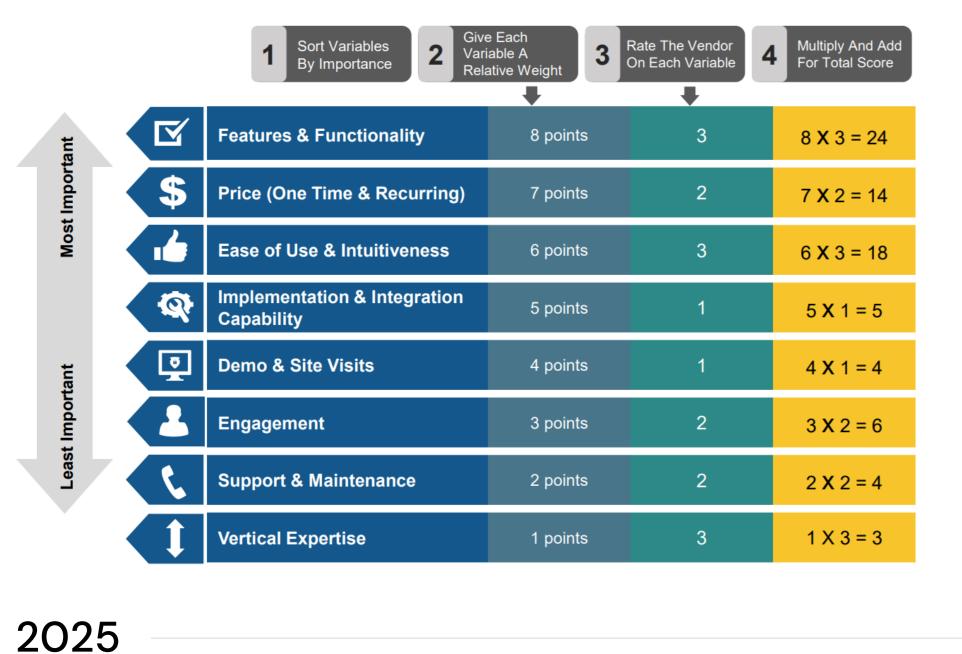


## WMS Selection for Luxury Bed & Bath Retailer

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



**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.

## **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.

