

Cybage helped transform one of the major domestic postal carriers in Singapore into a 3PL and ecommerce service provider



ABOUT THE CLIENT



A Singapore-based postal carrier in the Asia Pacific that pioneers in the domestic and global market



Its suite of solutions includes front-end web management, warehousing and fulfilment, last mile delivery, and international freight forwarding



Is a leader in end-to-end integrated and digital mailsolutions with operations in 19 markets

BUSINESS NEEDS

- Provide a cloud-based WMS system
- Simplify the customer onboarding process
- Integrate multiple OMS systems to support various data formats
- Ensure transparency in shipment and last mile delivery tracking
- Boost overall productivity

SOLUTIONS

- Implemented Körber Warehouse Management System (WMS) on AWS cloud
- Streamlined eCommerce order processing to adapt to the new WMS
- Integrated automation and robotic systems with Körber WMS
- Developed a custom integration layer to support discrete data formats which resulted in faster and simple customer onboarding
- Developed award-winning last mile delivery solution



TECHNOLOGY STACK



BUSINESS IMPACT

- **200% upsurge** in customer onboarding
- **50% increase** in order picking accuracy
- **40% growth** in operational productivity
- **80% decrease** in customer support incidents
- **60% new customer** additions
- **2X rise** in per day order processing
- Enabled **130 brands** to set up online stores
- **Reduced operations cost** using low-cost smartphones

Cybage Supply Chain & Logistics Services



Supply Chain Planning



Sourcing & Procurement



Manufacturing



Logistics



Returns Management



Supply Chain Visibility

Amplify Simplify Inventory With the Most Adaptive and Flexible WMS Solutions