

Winning at Warehousing

Retailers Take a Closer Look at WMS Technology to Overcome Warehouse Woes

For UK retailers, optimising warehouse operations is a significant priority. However, lack of physical space and qualified labour mean retailers must do more in their warehouses with the limited resources they have. That's why many are taking a closer look at WMS technology.

Report Card: WMS Could Do Better

The majority of retailers say they use a WMS platform.

Two-thirds of them think their WMS could perform better...



But 60% of those who are "less than enthused" are using a system developed in-house.

71% of retailers say finding a more effective WMS ranks high on their to-do list this year.

Keeping Up with Consumer Expectations... and Competitors

71% of retailers have plans to react to changing consumer expectations...



... but far fewer are ready to react to changing competitor capabilities.



Despite their lack of confidence about keeping up with competitors, nearly 70% believe they are on par with or ahead of their competitors in terms of successful order fulfilment.



Peak Season Pressure Can Test WMS Limits

70% of retailers experience a seasonal peak, with volume spiking up to threefold.



More than half of them said this strains their warehouse operations.

Effective WMS Has an Impact Across the Business

Retailers say WMS is discussed...

71% At board level

WMS

WMS

WMS

80% Across the business

50% of retailers fear losing sales as a result of not having a fit-for-purpose WMS.

35% believe errors caused by a poor-performing WMS could tarnish their reputations.



20% of retailers generate more revenue from their warehouse by freeing up spare capacity to bring in third-party revenue during slow seasons.

Warehouses that implement a WMS see productivity and accuracy increase by an average of

30%

