



“Since working with Ligentia our logistics costs are down 30%. Ligentia people are courteous, respectful and a pleasure to deal with. We wouldn’t get this kind of service from anyone else.”



### Background

Ligentia has been working in partnership with a UK flagship department store for a number of years. This highly respected retailer has a national presence comprising 30 landmark outlets, an online and catalogue business and a reputation shaped by a commitment to serving customers with flair and fairness.

### Challenge

Today, the client requires tailored initiatives delivered by Ligentia people who form an extension of their own import team. Their objective is to keep stock availability high at minimum cost, with maximum value added throughout the process. In addition, it is vital that the solution maintains complete visibility of the supply chain at all times and in all global sourcing locations.

### Solution

- The Ligentia team works closely with the clients buyers, merchandisers, shipping and finance teams as well as their overseas vendors and Regional Distribution Centres (RDC's).
- Implementation of our state-of-the-art Ligentia IT system provides detailed visibility throughout the supply chain enabling improved planning into store and resulting in zero stock outs.
- Consolidated invoicing together with financial analysis detailed down to the selling line is submitted electronically to enable better management and process control.

### Results

- Reduced cost and optimised stock turn by implementing a buying strategy of purchasing direct from overseas vendors.
- A full vendor management service ensuring goods are shipped on time and consolidated into 40' containers for direct delivery to RDC's.
- 80% of deliveries are 'backhauled' by the customer's own transport fleet which further reduces costs and the company's carbon footprint.

