



“I have to say that the Ligentia supply chain solution was paramount in protecting and enhancing our competitive edge.”



Background

When this member of a well-known furniture group invited us to do a Supply Chain Review in 2006, we discovered that they were a company with a reputation for expertly delivering bespoke leather furniture from the Far East.

Challenge

As a business that excels in bespoke solutions, we understood that the consistency, responsiveness and speed of our supply chain solutions was going to deliver value for the customer.

Solution

- A team based in Hong Kong to play a key role in supply chain co-ordination.
- The implementation of Ligentix, a bespoke web-based supply chain management system, to reduce time and money spent on administration.
- Improved visibility across the organisation with accurate tracking of customer order status in store.

Results

- Increased process control reduced customer lead times by an average of 7 days whilst improving communication and satisfaction.
- Smart forecasting of orders, allowing a reduction of the client's UK warehousing from 8 to 6 units.
- Demurrage savings of a massive £300k per year.

