

What your customers don't see ...

In this month's issue of *Retail World*, we look at some solutions that are helping retailers get their products to market on time and in the top-grade condition consumers demand and expect.

Warehousing, logistics and transport are not the most glamorous of considerations for your average retailer, but are critical in the running of a profitable retail business.

After all, if you're not getting your products when you need them, or if they're damaged or not as you ordered them, your customers will ultimately suffer and that means sales and profit will suffer, too.

Fortunately, there are some great products out there for retailers that can help make managing the "back end" of the business faster and cheaper, but also safer for their employees. Whether it's a piece of software or mechanical innovation, at the end of the day, the end goal is always going to be the same: to get the job done as quickly and efficiently as possible.

What retailer doesn't want that?

Case study 1

Business name

eStore Logistics



Services

Outsourced warehousing, order fulfilment (pick and pack), distribution and freight-forwarding services.

Key benefits

eStore Logistics provides a fast and highly efficient order fulfilment and delivery service to help ensure logistics costs are kept to a minimum. Clients can then pass these savings on to their customers.

eStore has developed a modulated warehouse management system (WMS) from the ground up, which is highly configurable and caters to varying client requirements.

This WMS ensures that, no matter what the client's business requirements may be, eStore

"eStore has developed a modulated warehouse management system from the ground up, which is highly configurable."

is able to rapidly implement a solution that ensures the most efficient service is provided.

eStore Logistics delivers great results in the following key areas:

- **Accuracy:** A 99.99 per cent order fulfilment accuracy rate, same day shipping and inventory accuracy. This leads to happy customers and increased business growth for clients.
- **Freight optimiser:** Every order is sent with the cheapest possible shipping cost, utilising multiple carriers and lowest-cost routing.
- **Technology:** Agile IT systems are configured for clients' specific business and warehousing profiles, with fast turnaround for custom requirements.
- **Flexibility and scalability:** Whether it's 5000 pallets one week or 10,000 pallets the next, you only pay for what you need. This also applies to labour during peak and non-peak periods.

eStore Logistics understands retailing and this expertise allows retailers to focus on growing their businesses while eStore Logistics manages the logistics function.

Customers using eStore Solutions

eStore Logistics services retailers in a number of different areas, including books, electronics, appliances, furniture, sporting goods, camping equipment,

clothing, apparel and bedding.

Approximate cost

eStore does not have any generic rates as it do not provide 'one size fits all' type solutions. Instead, it creates customised solutions and rates based on client requirements.

Comments

"We dispatch hundreds of orders every day and eStore Logistics always provides same day order fulfilment and an unprecedented level of accuracy. eStore has outstanding IT and operational capabilities, which have helped enable our growth."

Ruslan Kogan – CEO, Kogan

Case study 2

Business name

Industrial Conveying (Aust) Pty Ltd

Product name

Modular pallet conveyor system

Key benefits

This system is made up of modular pallet conveyor sections that can easily be assembled in any configuration to meet requirements in all industries – especially in the retail and food handling sectors.

Cost-effective modularity is gained through pallet conveyor sections that include twin and triple chain conveyors, powered roller conveyors and transfers

for use with Australian standard pallets for weights up to 1200kg. Although customised to suit the end user, essentially, the system is designed to meet all OH&S and Australian standards. Maintenance is minimal and it usually only requires regular housekeeping to keep in good operating condition.

Simple and complex control systems can be supplied as a stand-alone system or integrated with other in-house systems and networks.

A stock of common components used in the assembly of the modular conveyor system substantially improves delivery time. These modular conveyor sections are assembled in 1.5m, 3m, 4.5m and 6m lengths with conveyors of non-standard lengths, widths and loads also available.

Optional painted mild steel or aluminium plate decking for the twin and triple chain conveyors is available as an added safety feature, or for specific applications where cleanliness is a priority, such as in the pharmaceutical and food industries.

Conveyor drive units can be fitted with a shaft-mounted external motor or an internal motor arrangement as a standard option. The design utilises pressed steel side members and bolted construction using many common components for versatility and simplicity in assembly, to meet specific customer requirements.

Sealed-for-life bearings, drive shaft assembly, tail shaft assembly and replacement chain track/guide assemblies reduce maintenance costs and down time.



▼ eStore Logistics Warehouse.



▼ modular pallet conveyor component in production at ICA plant.