

Success Story: Efficient ERP Transition for a Global Leader in Reverse Logistics

About the Client

A global leader in reverse logistics, specializing in mobile device refurbishment and monetization. Serving over 2,000 clients in more than 80% of the world's countries, the client processes millions of devices annually.

The Challenge

- **Limitations of Legacy System:** QuickBooks was unable to support high-volume operations and complex reporting needs.
- **Lack of System Integration:** Disconnected systems limited efficient reporting for a global, high-volume operation.
- **Inventory and Order Management Inefficiencies:** Manual processes in inventory tracking and order management affected productivity and accuracy.

Our Solution

- **Customized ERP Transition:** Migrated the client from QuickBooks to a tailored NetSuite ERP solution optimized for their industry.
- **Automated Inventory and Order Management:** Automated key operational processes, including inventory management and order fulfillment, to handle high transaction volumes.
- **Enhanced Visibility and Reporting:** Developed a tailored reporting dashboard that provided real-time insights across all international locations.

Results

- **Global, Real-Time Reporting:** Accurate reporting on a global scale met the client's high-volume needs and aligned with international standards.
- **Operational Efficiency Gains:** Automation reduced manual labor and improved overall operational efficiency.
- **Improved Inventory Forecasting:** Enabled more accurate inventory management, supporting cost-effective and environmentally responsible practices.