

## **Reverse Logistics Company**

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### **Challenge**

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This firm specializes in third party reverse logistics. To provide first class services to their clients, the firm has put a solid infrastructure in place, and is working on implanting the required systems.

The merchant business interface and returns processing modules have been designed and developed by the firm. These modules are lacking the application software to manage the Return Center. For this need, they require a fully functional Warehouse Management System (WMS).

CNA Consulting was contracted to assist the firm in the search, RFP preparation, package evaluation, selection, customization and implementation of a Warehouse Management System.

### **Response**

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Working with the firm, CNA Consulting developed a Best Fit process model. The output of this review is a complete process map specially designed to realistically meet their goals. This process map provides the basis for system functional requirements.

The RFP was generated using the process map, and a tailored functional requirements questionnaire. Due to the unique requirements for reverse logistics, it was decided to mail the RFP to twelve selected WMS vendors. The vendors' responses were evaluated and the list of vendors was reduced to three finalists. The finalists were requested to prepare a presentation of their packages capabilities tailored to the firm's functional requirements. Their presentations were evaluated and further in-depth review of functionality and required customization was conducted. The vendor selection process resulted in the finalist.

### **Results**

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The finalist is now preparing for the Conference Room Pilot. Based on its performance, the firm will reject the WMS package, or accept it and negotiate final contracts. Then the detail design of the requirement customization, development of customizations, testing and implementation will occur.