

METRO MOTOR Case Study

Metro Motor was founded in 1981 and to date it is holding 40% of the Israeli two-wheeled vehicles market in Israel. Metro Motor is the exclusive importer and distributor of Yamaha, Kawasaki and SanYang.

Metro Motor is serving various distribution channels of owned and non owned garages and accessories stores as well as walk-in customers arriving to the selling points attached to their warehouses.

Metro Motor is operating two warehouses in the center of Israel. Each one of the warehouses is holding a variety of over 80,000 different SKUs and is using carousels in order to efficiently store and retrieve this amount of SKUs in a relatively small area.



Metro Motor was looking for a Warehouse Management System in order to achieve higher inventory accuracy and through that improve their purchasing capabilities. Another important goal was increasing customer service levels and delivery times. One of the most important criteria was the time a walk-in customer is waiting at the selling point counter while his order is being processed in the warehouse.

Metro Motor was looking for a system that will seamlessly integrate with the SAP Business One. The Warehouse management system implementation was a part of strategic decision to replace the legacy AS400 system with a modern and flexible platform. The warehouse management system had to be implemented as part of the SAP Business One project and go live with the SAP Business One go live simultaneously.

Metro Motor has chosen Made4net's WarehouseExpert system for its rich experience in the SAP Business One world and its ability to be implemented as part of the SAP Business One project.

The project went live over night, replacing the legacy AS400 system in the Headquarters, garages, accessories stores and warehouses.

Main benefit from the WarehouseExpert implementation was the improved service time at the selling points attached to the warehouses. Customers arriving with urgent needs for a spare part can now walk out from the store within 15 minutes after the part was picked in the warehouse and delivered to the counter.

Metro Motor were looking for an inventory accuracy level that will permit them not to close the warehouses for stock takes but rather rely on their inventory records in their IT systems. After few audits by the CPA firm, Metro Motor were allowed not to close their warehouses for the yearly stock takes but rather perform cycle counts throughout the year and report their inventory levels once a year based on the records in the IT systems.

Additional benefits reported after the WarehouseExpert implementation includes:

- Cost reduction in warehouse operation
- Improved orders delivery times
- Improved orders fill rate
- Higher efficiency in the carousels operation

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