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CASE STUDY · RETAIL & LOGISTICS

Fulfilment Cost Down 18%

A logistics operator modernises warehouse and transport operations with Dynamics 365 and Power Platform.

-18%	+26%	14 wks	22
Fulfilment cost	Pick accuracy	To first site	Sites live

Context

Warehouse execution ran on a bespoke system with no visibility into transport cost per order. Peak-season overtime absorbed most of the margin gained during the rest of the year.

Approach

- Advanced warehousing on Dynamics 365 Supply Chain with mobile execution.
- Transport cost allocation surfaced per order and per lane.
- Power Platform apps for exception handling on the floor.
- Peak-season cutover windows planned around trading calendars.

Outcome

Measure	Before	After
Fulfilment cost per order	Baseline	-18%
Pick accuracy	Baseline	+26%
Sites on one platform	0	22
Peak overtime hours	Baseline	-34%

“We finally price a lane on facts instead of last year's assumptions.”

**Talk to us about warehouse and transport modernisation —
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