



SUPPLY CHAIN NETWORK SOLUTIONS

CASE STUDY

**HIGHJUMP WAREHOUSE
MANAGEMENT**

TATA TELESERVICES LTD.



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Aurelius



Highjump Warehouse Management Training Delivered To Client

Tata Consultancy Services

Client: Tata Consultancy Services

Industry: Information technology (IT) service, consulting and business solutions

Tata Consultancy Services Limited (TCS) is an Indian MNC providing (IT) services, consultation and business process solutions outsourcing to organizations of all shapes and sizes and at all levels. In terms of market capitalization and shares, TCS is one of the largest organizations in not just India but also the world. With its headquarters in Mumbai, TCS has 289 offices spread across 46 countries and 147 delivery centers across 21 countries. Placed among the

top IT brands all over the globe and one of the most valuable organizations, TCS provides services at all levels and in various fields of the domains such as application development and maintenance value, asset leverage solutions, assurance services, business process outsourcing, consultation, engineering and industrial services, enterprise solutions and IT infrastructure services.

Technology: Highjump

Domain: Warehouse management, Supply chain management, cloud warehouse management

HighJump warehouse advantage is a warehouse management tool which provides the advantages of on-premise as well as cloud based support for warehouse efficiency improvement and improvement in the supply chain management to reduce involved costs. Through this software tool, tracking and traceability of inventory and its components can be conducted from the supplier to the store shelf. It includes the correct methods and procedures for receiving, put-away, flow through, order processing, replenishment, pick/pack, loading and shipping and much more. HighJump claims to be low in cost in

terms of ownership and the presence of extremely simplified upgrades. High-Jump WMS is an enterprise-level WMS tool which is designed to support organizations of sizes ranging from midsize to large. HighJump Warehouse Advantage provides an architecture which is not just flexible but also adaptable to meet the various industry specific needs of an organization, without implementing custom hard coding. All the changes in the structure of the tool are only external and no change in the core of the software and its upgrades and supports are made.



Challenges faced by the Client

TCS being India's largest IT and industrial services provider has a large market share in the domain of supply chain management and warehouse management. Claiming to be as TCS's supply chain transformation to realign the conventional supply chain systems, this is one of the largest verticals of TCS wherein they have provided services and customer support to clients all over the globe with increasing efficiency. With the growing demand and supply chain curve, the rate at which suppliers→industry→consumer interactions and transfer of good is taking place requires improved and effective supply chain management systems which can provide flexibility as well as robustness to ensure the delivery of raw material and products to and fro. With more number of players entering the market of supply chain management, TCS was facing fierce competition to protect its current customer base and to endorse new customers. With increasing market growth and industrial

dependency to have effective supply chain management systems, TCS being a leading SCM and WMS provider was provided with the onus of having capabilities to develop highly effective SCM and WMS systems. In the fear of being outranked by budding organizations, TCS decided to endorse the HighJump Warehouse Management Advantage system which has proven to be a highly effective and flexible WMS system in the industry in the past few years. To effectively implement HighJump in their supply chain management systems and expand their operations and service providence globally, TCS required professionals who can work effectively with the tool and create better supply chain management models. Consequentially, an effective and customized learning/training solution was in need to train a certain group of TCS employees in HighJump WMS advantage to achieve the necessary requirements.

Why Aurelius?

Aurelius Corporate Solutions being a long time service provider to Tata Consultancy services was approached by the client yet again to deliver a consultancy training solution in HighJump WMS advantage tool to help them implement effective warehouse management solutions and supply chain management models. Aurelius in the capacity of being knowledge solutions integrator put out a task force to collect and consolidate resources required to successfully provide an effective

consultancy learning solution to the client and the involved participants in the training. The end aim of the client was to deliver their own customers with effective end-to-end implementations by designing and developing WMS applications through HighJump. The various applicative aspects of using the WMS Advantage were to be dealt in detail, including FAR, TTT, application deployment, go-live deployment, post go live activities for customers and more. Additionally, TCS also



required the implementation of the Bartender Application Suits, configuring and developing HighJump XML host applications, and HighJump App station Application for building custom solutions. For all these implementations, an instructor having immense expertise and experience in the domain was needed who is well versed in the fundamental as well as the applicative aspects of the tool and resources at par with the global industry. Following the principles of Aurelius to provide global industry level resources, the resource acquisition team of Aurelius was able to source the course content, resources and lab facilities from all over the globe to meet the specific needs of the client. Not believing in off-the-shelf vanilla training solutions, the course itself was a customized learning solution which was structured to fulfill the specific needs of the client. Throughout the training program continuous on-shore and off-shore support were provided to the client in order to maintain

the smooth functioning and delivery of the training. The entire training was delivered in more than eight man days including both theoretical classes and practical lab sessions. Aurelius had a few competitors to deliver the training but was able to provide the highest quality to cost ratio with the training delivered in almost one third of the cost being charged by OEM training providers. With Aurelius, as always, TCS gains the advantage of legacy integration and experience of leaders who are industry veterans. The entire training program was customized up-to level 3 and more with the sole aim of being able to achieve the end results for the client. Aurelius works on the belief of developing a collaborated industrial environment and symbiotic industrial relations and our services go far beyond the training tenure. We value our clients and provide complete support post-training for troubleshooting and growth in learning.

Solution and post solution benefits gained by the client

Aurelius' customized training solution for the client Tata Consultancy Services was structured to provide a combination of theory and hands-on expertise to make the participants industry ready and efficient to implement effective supply chain management and warehouse management models. The training was delivered in real-time with classroom sessions including practical hands-on lab classes and extensive query and doubt clearing sessions. The provided consultancy and training solution was an entire package of knowledge solution delivery which included course material, video tutorials, hands-on training, case studies, real life application examples and more. Post training, Tata Consultancy Services have been

effectively implementing their Supply Chain Transformation Solutions and warehouse management solutions. It is now able to handle globalized and diversified manufacturing and supply chain elements with end to end solutions including monitoring, control, and optimization of supply chain costs. TCS has retained its position in the market of supply chain management and warehouse management solution with increasing efficiency and effectiveness.