

Triways Logistics (Singapore) expands with cloud-based warehouse management system

The Singapore arm of multi-national logistics company, Triways Logistics, is a total transportation and logistics provider. Its range of services include freight forwarding, warehousing and transportation services, by land, sea or air.

To serve new customers in Singapore, Triways decided in 2013 to expand operations in a new warehouse, where it could offer more storage and better service to its myriad of clients from around the world.

Moving away from its previous location, Triways had to develop a new warehouse management system from ground up. This also had to offer efficiencies and productivity improvements by connecting to the ERP (enterprise resource planning) systems of clients.

On top of this, the solution that Triways sought had to be fast to deploy, easy to manage, rapidly scalable and very importantly, cost effective.

The Challenge

When Triways Logistics (Singapore) decided to expand its business in 2013, it wanted a new warehouse building that it could use on its own. This would allow the logistics company to better serve an expanding base of customers, who depended on the logistics company for services such as freight forwarding, warehousing and transportation.

However, moving away from its old location would mean having to set up a new warehouse management system from scratch, as the previous one it was using was tied to the property where it was running its operations.

It needed a solution that was fast to deploy, since operations cannot be disrupted for long. At the same time, the solution had to be robust and well-tested. In the logistics world, a small mistake could mean a container full of goods not making it to its destination on time.

Triways also had to consider its customers, who have their own ERP systems. They expect any new warehouse management system that Triways set up, would be able to connect seamlessly with their systems for efficient, paperless transactions.

Finally, Triways had to build a system that was cost-effective in the long run, while letting it scale up when the business required. If it had more warehouses in future, it should not have to build a new system.

ORGANISATION

Triways Logistics (Singapore) Pte Ltd



INDUSTRY

Logistics

CHALLENGE

The multi-national logistics company wanted to expand its operations by setting up a new warehouse to serve new customers. A robust, new warehouse management system was required.

SOLUTION

Implemented a cloud-based warehouse management system that was fast to deploy and dynamic in its operation.

BENEFITS OF CLOUD SERVICES

- Swift expansion of business operations
- Better manage capital expenditures



The Solution

Triways worked with Singapore-based IT provider Keyfields to develop a warehouse management system that was operated on cloud-based servers.

Hosted on two data centres in Singapore, the system is fully running from the cloud and does away with any on-premise hardware. It also helps cut down costs such as a fast broadband line and IT staff to operate a secure, reliable IT infrastructure.

With the cloud-based solution, all Triways needs is only a modest 2Mbps broadband line – fast fibre broadband for homes now start from 100Mbps in Singapore – to keep the data flowing from the warehouse floor and office to the cloud-based servers.

The cloud-based solution called iWMS, could be deployed in as few as 10 days, which fits perfectly the needs of Triways, as it shifted operations from its old premises to a new warehouse building.

The cloud-based solution being modular allowed Triways to first deploy core functions and required add on modules that enhances the capabilities for both the logistics provider and its customers.

For example, the real-time system enables customers to log in and check their inventory as well as order status any time they like, without having to submit an e-mail or fax to the warehouse. This is important because getting goods to market on time is crucial for Triways' clients.

And this is possible because Triways tightly integrates with its clients' existing ERP systems through an EDI (electronic data interchange) provided by Triways' cloud-based warehouse management system.

This ready integration with customers' ERP systems, and use of mobility for Triways'

picking and put-away activities are the key focus, said Lim Kok Wee, general manager of Triways Singapore and Thailand. "Keyfields' iWMS has all these modules and functionalities which we can adopt readily," he added.

Benefits

Running its warehouse management system on the cloud has allowed Triways to quickly shift its operations from its own premises to its new warehouse building, when it made the big move in 2013.

The cloud-hosted solution offers flexibility and scalability that an on-premise solution cannot provide. If Triways wishes to expand the solution to other countries in the region, all it has to do is provision the system to work with a new warehouse. This process takes just 10 days.

At the same time, this software-as-a-service model also provides improved efficiencies for Triways and its customers. It can connect to its customers' ERP systems through customisable modules that it could roll out to fit its needs.

From picking to delivering and receiving inventory, customers of Triways can easily log in to the system and set a process in motion without having to send in a request to a Triways warehouse staff. This saves time and provides a transparent process for both customer and service provider.

The traditional savings of going onto the cloud apply to Triways as well. It does not have to hire any new IT personnel, buy any new server hardware or set up a reliable broadband line when it set up its operations in a new warehouse. Its costs now are chiefly with the operating expense of running the cloud-based solution, as opposed to sinking significant capital costs to get things up and running.

This case study is part of the National Cloud Computing Office (NCCO) efforts in creating awareness for cloud computing. NCCO aims to advance cloud adoption and development of cloud computing ecosystem in Singapore so as to sharpen its overall economic competitiveness and enhance the growth and vibrancy of the Singapore infocomm sector. For the latest updates and events on cloud computing in Singapore, visit us at www.ngp.org.sg.

For more information, please email IDA_cloud@ida.gov.sg