Indigo Books & Music: Starting a New Chapter with the SAP® Extended Warehouse Management Application

Whether looking for books, music, games, or any number of gift ideas, Canadians know they need look no further than Indigo Books & Music. As online shopping continues to grow, the company needed to streamline material handling, so it turned to SAP, a long-time and trusted partner. With the SAP® Extended Warehouse Management application, deliveries are faster and shipping costs for online purchases are down.

Picture Credit | SAP AG, Walldorf, Germany. Used with permission.

Indigo
Enrich your life
Indigo Chapters Coles indigo.ca

Executive overview

Company
Indigo Books & Music Inc.

Headquarters
Toronto, Canada

Industry
Retail

Products and Services
Books, gifts, and specialty toys

Employees
6,500

Web Site
www.indigo.ca

Partner
SAP® Consulting

BUSINESS TRANSFORMATION

The company's top objectives

- Reduce costs for shipping and goods sold online
- Replace aging material-handling equipment and warehouse-management systems to develop best-in-class facilities and processes
- Optimize the supply chain to support new and diverse product offerings

The resolution

- Implemented the SAP Extended Warehouse Management (SAP EWM) application in 14 months with the help of SAP Consulting services
- Conducted internal user testing and training for greater self-sufficiency with postimplementation issue resolution and maintenance

The key benefits

- Insight into inventory and improved confidence in data accuracy
- Better consolidation and increased savings for the online supply chain
- Lower shipping costs and unit-picking costs in the warehouse
- More capital available, enabling the flow of goods
- More time for customer-facing initiatives that grow the business
- 1.5 to 2 times faster peak processing rates for outbound and inbound deliveries

"Since the SAP EWM implementation, we are confident that our data is right and our inventory is accurate; and when running a supply chain, that is critical."

Sumit Oberai, Chief Information Officer, Indigo Books & Music Inc.

TOP BENEFITS ACHIEVED

35%
More units picked per week

10%
Reduction in picking time and cost

50%
Increase in stockkeeping unit count in warehouse

24221 (13/02)

Copyright/Trademark | Privacy | Impressum