
TRANS_{LUTION} CASE STUDY

Skillcraft Uses TransLution to Slash Delivery Times in Half

"Using TransLution in picking and checking alone, we were able to enhance service delivery to customers by cutting lead times by 1.5 days. We were also able to leverage this to get our couriers to cut another day off the lead time. All together, we halved the time to get an order to a customer." Skillcraft operations leadership.

Skillcraft Agencies, a leading South African wholesale supplier and distributor of industrial-quality tools, accessories, and equipment, needed a leading Warehouse Management system to address the challenges it experienced as the company grew.

Skillcraft was aiming to improve warehouse operations and stock accuracy. They selected TransLution to manage stock transfers, sales order picking and checking, as well as repairs. They immediately saw huge benefits:



Stock accuracy taken from 68% to 97%

Using TransLution to automate data capture and integrate in real-time with SYSPRO has minimized human error and facilitated seamless and accurate data exchange, ensuring accurate inventory tracking and order fulfillment. The result is that Skillcraft has gone from an average of 68% stock accuracy to 97% stock accuracy.

2.5x more order lines picked per day

Using TransLution, Skillcraft has automated their picking and checking processes, making it easier for employees to track orders, locate products, and fulfill customer requests efficiently. This has resulted in an increase in Skillcraft's picking from 900 sales order lines a day, to an average of 2200 lines a day.

"TransLution didn't just help us implement a barcode scanning solution, they helped us tighten our processes and achieve success through the barcode scanning solution and outside of the barcode scanning solution." Skillcraft operations leadership.

Up to 30% reduction in lead times for repairs

TransLution handles the entire repairs process while updating SYSPRO at each step of the process and sending out emails to inform the relevant parties of the repair's progress. This has cut lead times by 25 – 30%, improving service delivery to customers and drastically improving customer satisfaction.

Real-Time Reporting and Analytics

TransLution generates comprehensive reports and analytics, providing visibility and insights into the business. Skillcraft now has live dashboards for reps on the road who can see the whole lifecycle of a repair. This data has also helped Skillcraft make more informed business decisions and identify areas for improvement.



Future Plans

Targeting 99.8% Stock Accuracy

By maintaining a focus on these improvements, Skillcraft aims to achieve a 99.8% stock accuracy. They are also in the process of implementing a customer returns process to enhance their after sales service.

Eliminating Stock Take

There are also future plans to implement TransLution for cycle counting in order to cycle count each warehouse within a 6-week period, creating an accurate and auditable stock picture that will ultimately allow the company to do away with annual stock takes.



Why TransLution?

On joining Skillcraft Agencies in 2019, Skillcraft operations leadership identified that the existing systems and processes were prone to errors, resulting in inaccurate stock levels, delayed order fulfilment, and dissatisfied customers. Recognizing the need for an advanced solution, the company embarked on the journey of implementing a WMS.

Skillcraft selected TransLution owing to its global support network, including a local South African support team, as well as the opportunity to implement the system using a phased approach rather than all at once. TransLution also integrates fully with SYSPRO, allowing Skillcraft to seamlessly work across both systems without any duplication of data.

Read more about the implementation of this project on our website **www.translutionsoftware.com**



Available on



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