Abstract

Organizations have realized the importance of the Logistics channel in a Supply Chain as it plays a critical role in gaining the competitive advantage for their businesses, especially in the current highly competitive and challenging business environment. And, Warehouse Management Systems (WMS) is being one of the important and critical IT systems that helps the Logistics business to be visible and transparent for all the stakeholders in a business, thus gaining the advantage. As it evolves the technological developments in the market in the last decade or so, it has huge impact on the IT systems and WMS has no exception to it. Logistics businesses have been adopting these digital technologies to cope up with the technological advancements which helps to meet the customer expectations and requirements efficiently and thus help to provide the better customer service. This research article details out the digital technological transformation that has happened in the past decade in the Logistics business, in WMS implementations in particular, by conducting a case study in a leading Logistics and Supply Chain company.
References


Index Terms

Computer Science  Information Systems

Keywords