How Roman Originals transformed their returns warehouse management processes.

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The Challenge

In 2023, Roman Originals, a prominent fashion retailer in the UK, found themselves facing significant challenges managing returns from their rapidly growing online e-commerce operations. The large warehouse, located just outside of Birmingham, tasked with handling around 10,000 daily returns, was struggling to meet the demands of high-volume returns processing. As online sales surged, so did the number of returns, putting immense pressure on their warehouse logistics.

Their existing manual inventory management efforts for processing returns was inefficient, resource-intensive, and prone to errors. These outdated methods led to inventory inaccuracies, operational delays, and rising costs, hindering the organisation's ability to scale effectively.

Recognising the urgent need for modernisation, Ian Johnson, Head of E-commerce at Roman Originals, realised that a robust automated returns management system was essential. He saw that without a comprehensive solution, the company's operational efficiency and future growth was compromised.

The Solution

Understanding the critical need for a streamlined solution, Roman Originals partnered with KMsoft, a leading provider of inventory and warehouse management software solutions, to develop a customised, automated returns management system that could address their specific operational challenges.

Following detailed discussions to understand the organisation's operational objectives, pain points, and technical requirements, KMsoft crafted a tailored version of their StockAssist Industrial solution.

The KMsoft team carried out a comprehensive analysis of Roman Originals' existing returns processes, identifying key inefficiencies and areas where automation could drive significant improvements.

A software solution was expertly designed to automate the processing, sorting, and tracking of returns, greatly reducing the need for manual intervention and enhancing inventory accuracy and warehouse efficiency.

The implementation was carefully managed to ensure a seamless integration with Roman Originals' existing warehouse operations. KMsoft provided extensive support throughout the rollout, including system checking and staff training, to ensure minimal disruption to daily operations.

Designed to be user-friendly and intuitive, the warehouse team quickly adapted to the new

system, driving improved productivity and enabling the company to handle returns more efficiently.

Regarding the implementation, Ian Johnson commented, *The impact of this software has been immediate. Our returns are processed quicker, staff are less stressed, and we're able to focus on bigger goals.*

The Benefits

Since the implementation of the customised software solution in 2023, Roman Originals has experienced notable improvements in their returns management processes. The automated sorting capabilities, based on criteria such as colour and style, have drastically reduced the time spent manually organising and processing customer returns. This has not only streamlined warehouse operations but also improved the accuracy of real-time stock data in their system, ensuring that inventory levels are consistently up-to-date and reliable.

The software's user-friendly interface and robust capabilities have positively impacted staff morale, as the workforce now faces fewer tedious and repetitive tasks.

This shift has contributed to a more productive and motivated team, freeing up staff to focus on higher-value activities.

Currently, 40 devices equipped with the software operate simultaneously in the warehouse, enabling an increased volume of returns to be processed with ease. This improved efficiency has allowed Roman Originals to accelerate returns processing and transfer items to the main dispatch warehouse much faster. This capability to handle a larger number of returns daily has contributed to higher

inventory turnover, enabling the organisation to offer more products online, as a result, driving revenue growth and profitability.

The Way Forward

With KMsoft's tailored software solution fully implemented, Roman Originals continues to experience enhanced operational efficiency and productivity within their returns warehouse. The automated system not only meets their current needs but has been designed to scale alongside the company's growth, ensuring long-term workflow efficiency.

Head of E-commerce at Roman Originals, Ian Johnson shared his thoughts on their experience. *KMsoft's expertise has been invaluable. Their customised software and hands-on support have made a huge difference in how we manage our returns process. Thanks to their expertise, we've seen immediate improvements in accuracy and speed.*

The organisation is now confident in its ability to manage high-volume returns quickly and accurately, equipped to handle the increasing demands of their expanding e-commerce operations.

Contact KMsoft

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