

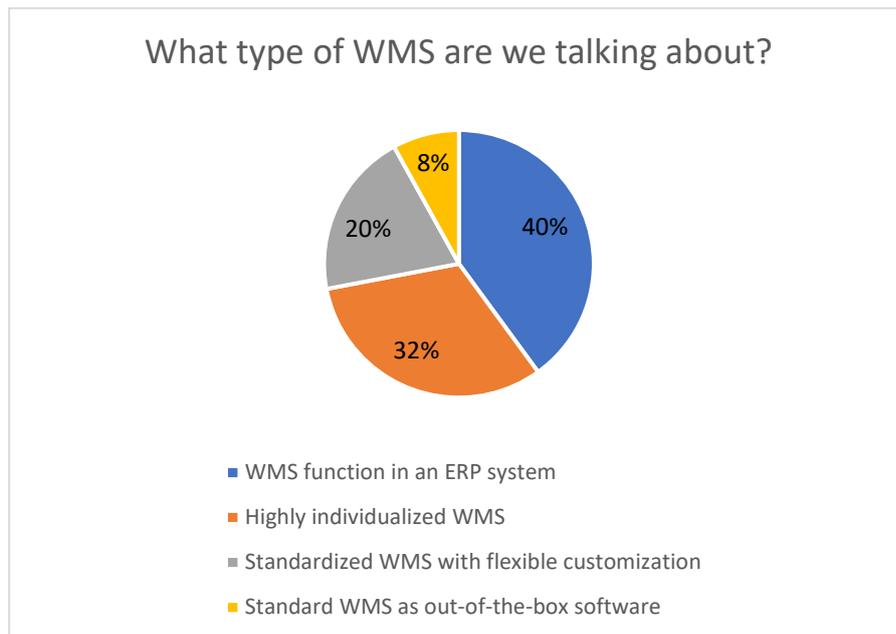
Survey: Opportunities and risks when replacing a warehouse management system

Missing functions, lack of integration or insufficient support: The reasons why warehouse operators are dissatisfied with their existing warehouse management system (WMS) can be manifold. But how do you go about replacing the system? And is it even worth it?

To answer these questions, Unitechnik surveyed logistics managers in German-speaking countries in July 2021. More than 50 experts from companies in various industries participated.

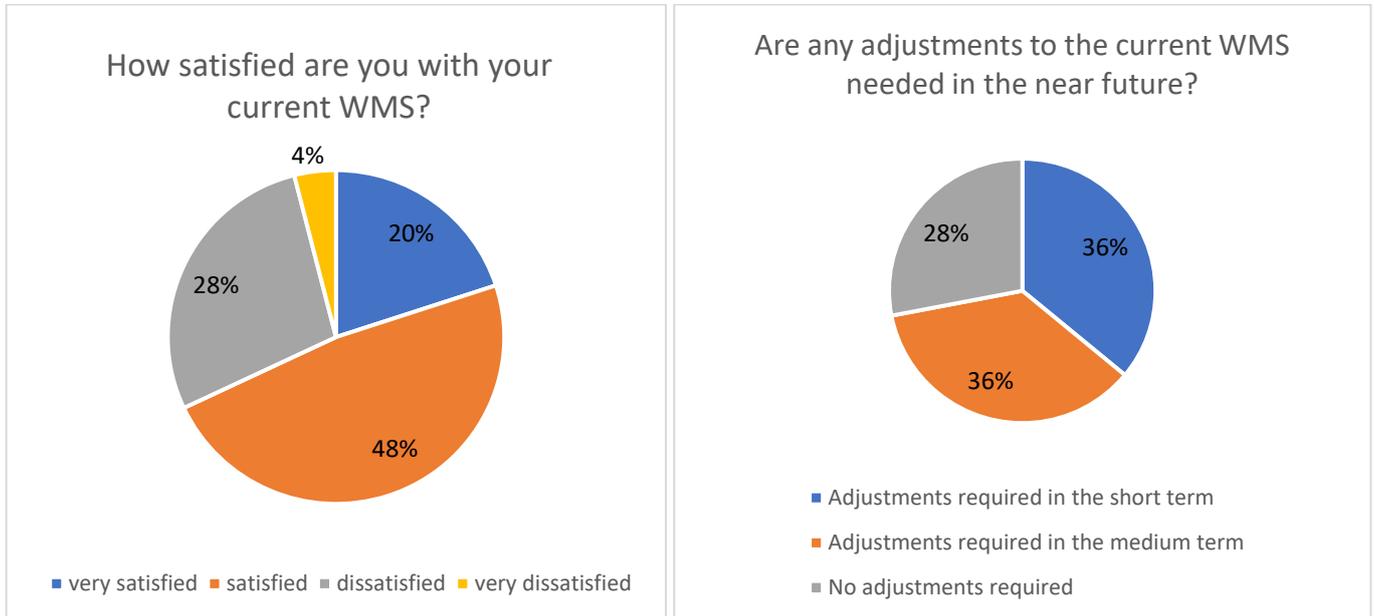
These are our nine findings:

1. *Types of WMS systems*



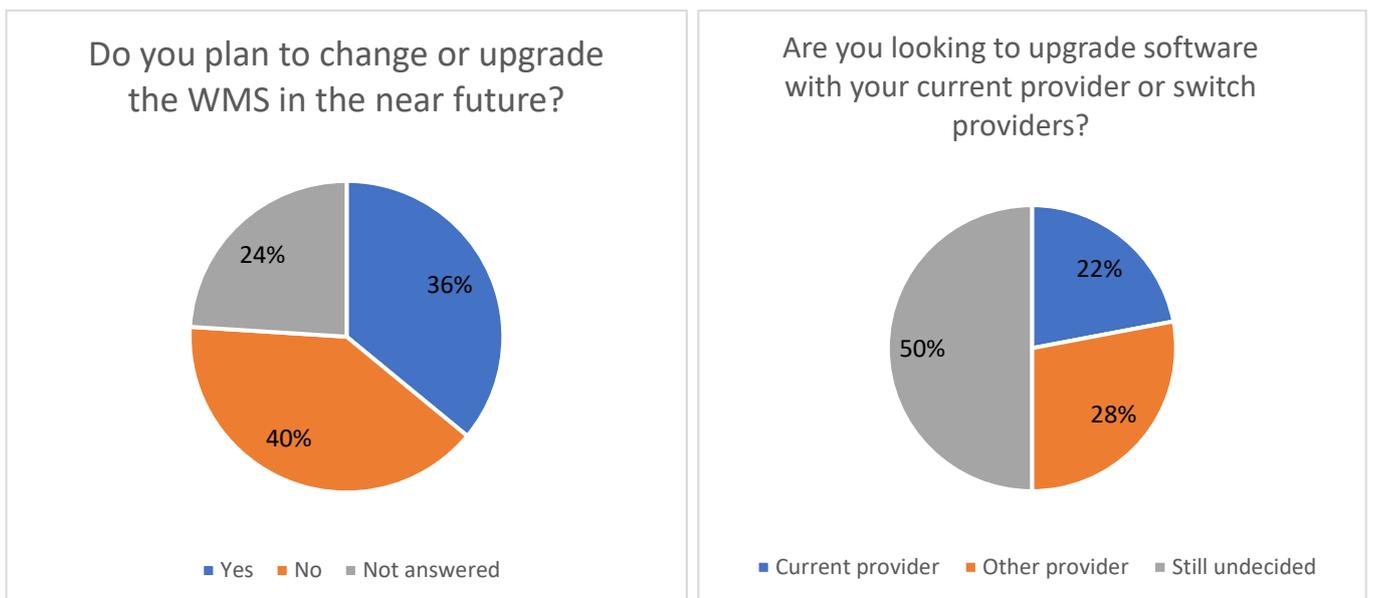
- ➔ More than half of the respondents already use explicit WMS systems that can be adapted to the companies' individual logistics processes. A large proportion of the remaining companies use the ERP system to map the functions. The smallest share relies on a standard product with a fixed scope of functions.

2. Satisfaction with the current WMS



➔ Even though two-thirds of respondents are satisfied or very satisfied with their current WMS, 72 percent of companies would like to make adjustments in the short to medium term.

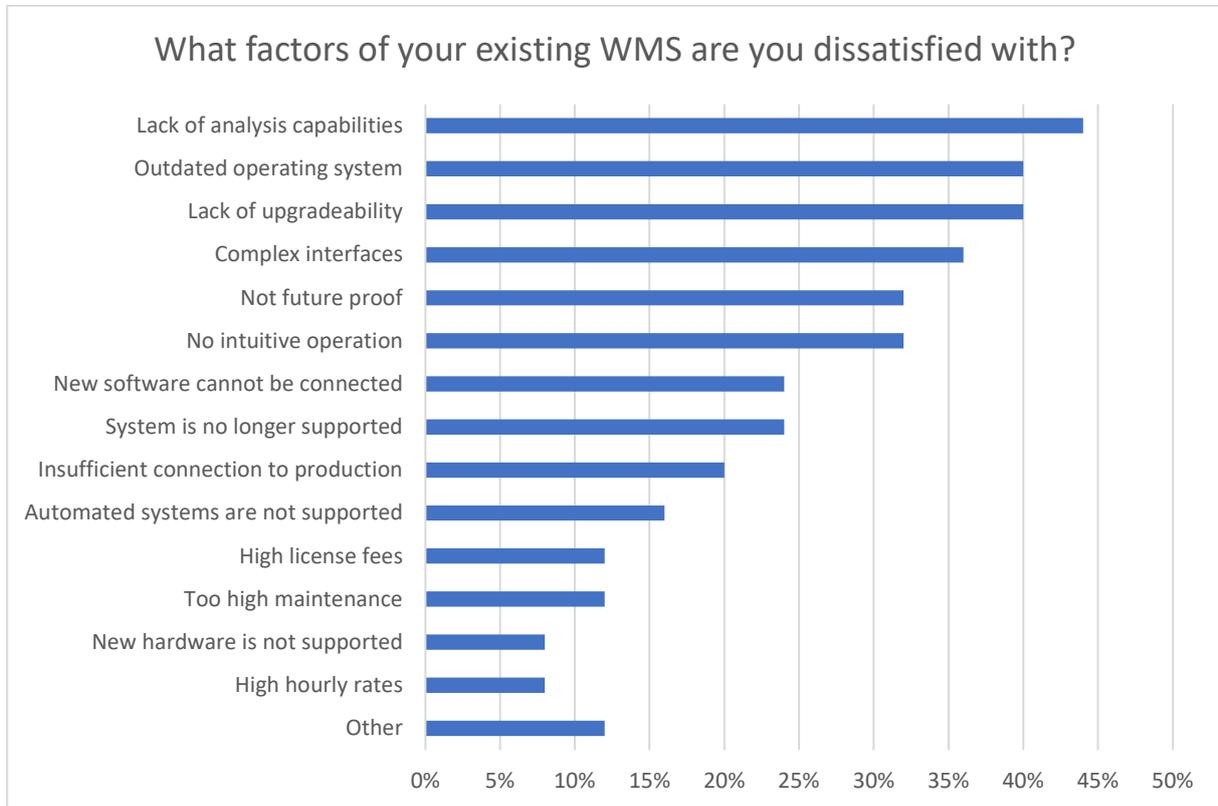
3. Change of the existing WMS



➔ 36 percent of participants want to replace their WMS system soon. Half of the participating companies are still undecided whether they want to upgrade their software with their current provider. This suggests that there are at least beginnings of dissatisfaction with the existing

partnership. A further 28 percent of respondents have already decided to look for another provider.

4. *Reasons for dissatisfaction with the existing WMS*



➔ One surprising finding right from the start: the lack of analysis options receives the most mentions on the "grumble list". The topic of Big Data was not present a few years ago. "Data Analytics" is therefore not sufficiently implemented in many WMS systems. However, the greatest urgency is likely to come from the following points: outdated operating systems, lack of upgradeability and lack of future viability are a time bomb that will eventually make it impossible to continue using an WMS. Financial reasons against a change, such as high hourly rates or license fees, play rather less of a role.