



KUEHNE+NAGEL

Virgin Media. 2015
Automated Returns
Bagging Solution.

“ Imio is a very user friendly application and our operators were competent within hours! Conveyor Networks delivered a solution bespoke to our requirements and we are fully recognising the benefits. ”

*Lawrence Hart, Contract Development Manager. **Kuehne + Nagel Ltd.***



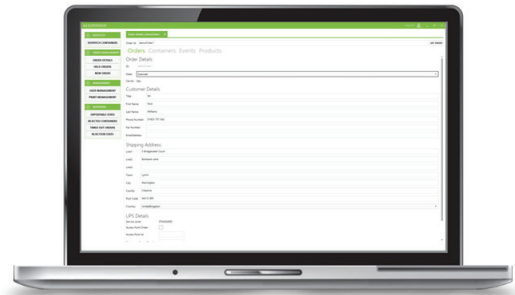
software
controls
automation
wms
design
support

Objectives

A system that would efficiently send returns kits to Virgin Media customers so the customer could return their equipment conveniently with the correct paperwork. Kuehne + Nagel were looking to automate the process and have full visibility of the operational performance.



System Delivered



imio automated packing. imio's automated packing app allows the operator to select the type of returns order they need to send out, prints the relevant paperwork and ensures it is included with each order.

Communication back to the client order management system verifies when the return was sent out and to who. Hourly performance reports are provided so that Kuehne + Nagel can constantly assess their operational status.

- Efficiency - faster, clearer processes with real time reporting
- Security - imio logs all actions in its database which can be queried at any time.
- Usability - a clear UI requiring little training to use.





imio Software Solutions is a UK software business specialising in warehousing and fulfilment. imio began life as a software interface to complement the automation solutions offered by Conveyor Networks Limited. Although still part of Conveyor Networks, demand for imio software has grown to the extent it is now a separate sister company of Conveyor Networks.

imio is a software suite designed to cover all aspects of warehouse management. It can integrate with both host IT systems and automated equipment, but also be deployed as a fully fledged WMS, for ecommerce and multi-channel brands.

It successfully powers key elements of the warehouse operations of UK brands such as QVC, Virgin Media, Gamesseek, Debenhams, The Book People and many more.

imiosoftware.co.uk

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