

## Case Study

# ServiceNow Implementation For Optimized Warehouse Inventory Systems Management



## COMPANY OVERVIEW

A leading North American company specializing in the recycling and disposal of unsaleable beverage products. The company operates six state-of-the-art recycling facilities that produce over 450 million pounds of packaging materials from unsaleable beverage products every year. The client serves a range of industries, including Alcohol and Non-alcohol Beverage, Pharmaceutical, Health & Beauty, and Industrial Alcohol.



## OBJECTIVES

The main objective of the project is to develop a comprehensive solution, including the ServiceNow app, ScanGun app, and a mobile app for Industrial Tablets, to optimize and streamline the management of the client's warehouse inventory systems.



## CHALLENGES

The client used to rely on manual tracking procedures, such as paper-based documentation, to manage their warehouse inventories. These conventional approaches triggered several complex challenges, such as:

- Inventory status took precedence over inventory management.
- Time-consuming process to count and update the inventory status.
- Lack of an automated tracking system led to inaccuracies in data collection.
- Inefficient operational processes impacted productivity.
- Tracking inventory in the warehouse has become a severe challenge.



## SOLUTION

V-Soft's experts analyzed the client's business requirements thoroughly and developed a precise warehouse inventory management solution. Leveraging ServiceNow and mobile best practices, V-Soft implemented an agile project methodology to ensure on-time delivery of proposed solutions beyond the client's expectations. The solution included:

- ServiceNow Web Services Integrations
- Development of a mobile app for Industrial Tablets to maintain warehouse inventory management systems.
- Synchronizing mobile app with ServiceNow for automatically storing inventory data and reducing error.
- Automatic management of product data from production to warehouse shipment and storage.
- Development of a native Android mobile app, adapted for ScanGun devices to scan the QR codes and inventory update.
- Enabled an offline capability to view available storage.



## RESULTS

The implementation of our solution yielded a range of positive benefits, including:

- Streamlined warehouse inventory management process.
- Reduced administrative burden.
- Real-time warehouse inventory tracking.
- Data accuracy and integrity.
- Enhanced productivity with a centralized inventory app.
- Seamless QR code scanning and live updates of inventory status.
- Enhanced visibility into stock levels.

### Technologies Used

- ServiceNow
- Android
- Mobile Scan Gun
- Zebra Printer