Outstanding efficiency and transparency in warehouse management

INFOMOTION supported logistics specialist MÜLLER | DIE LILA LOGISTIK in tapping into valuable potential improvements in their own warehouse logistics. Both the transparency and efficiency of logistics processes were significantly improved at several locations through close collaboration and partnership.

The challenge

Quicker, better, and more affordable – the demands placed on logistics companies today are high, and are increasing with growing competition. Efficient warehouse management processes make an important contribution to the quality of logistics services, and are essential for reducing costs, improving customer satisfaction, and remaining competitive.

MÜLLER | DIE LILA LOGISTIK wanted to systematically analyze and optimize its corporate processes in warehouse management. In the past, the challenge had been monitoring a large number of process variants in order to identify and avoid deviations from the target processes.

In addition to the complexity of the process landscape, complicated IT systems and a lack of transparency made systematic analysis and optimization of processes critical to success more difficult. These analyses should be conducted based on success factors like throughput times and delivery performance, to avoid negative impacts due to inefficiency.

Despite high throughput numbers in the warehouse, and highly time-critical logistics processes, data at MÜLLER | DIE LILA LOGISTIK was not being used in a targeted way outside of Business Intelligence to improve logistics performance in the long-term. This is where the technical and professional expertise of INFOMOTION came into play.

The customer

MÜLLER | DIE LILA LOGISTIK offers its customers comprehensive logistics services in acquisition, production and distribution logistics. The company's portfolio of services includes developing logistics concepts and managing, controlling and operating logistics processes. With over 2,400 employees at over 20 locations in Germany, Poland and the Czech Republic, the company supports major customers in the automotive, electronics, consumer goods, industrial, medical, and pharmaceutical sectors.

Overview of challenges

- Lack of transparency in the warehouse
- High throughput in the warehouse
- Time-critical process steps
- Large number of process variants

"Thanks to outstanding support from INFOMOTION and our collaboration on implementing process mining, we were able to identify potential optimizations we had not been aware of and make decisions based on the available data."

Kevin Ciccorilli, Team Lead IT Business Innovation

The Data Performance Company

INFOMOTION

The solution

Through close collaboration with MÜLLER | DIE LILA LOGISTIK, the experts at INFOMOTION fostered transparency regarding warehouse processes and analyzed existing procedures based on target/actual comparisons. The core of the project was introducing and implementing process mining technology from market leader Celonis.

The relevant process data was integrated into the Celonis Execution Management System and translated into activities based on concrete requirements. In a subsequent validation phase, these were compared with the source data, so that digital footprints reliably reflected the current process.

The initial go-live was conducted after a validation phase of just two months. Afterwards, the company worked with the analyses in operations, identified weak points of the processes and continued to optimize monitoring.

Today, MÜLLER | DIE LILA LOGISTIK's collaboration with Celonis means it is using the leading market software solution for process mining and process excellence, which allows process management employees to systematically monitor processes based on defined KPIs, then make them more efficient and more transparent thanks to live monitoring.

The teams from INFOMOTION and MÜLLER | DIE LILA LOGISTIK created a central data management system through close collaboration and partnership. This system provides available data consistently at all times and to all company locations for process monitoring and optimization.

With the help of Celonis and expertise from INFOMOTION, the company succeeded in ensuring outstanding transparency regarding multiple processes and process variants within the company, and conducting critical analyses. Transparency and data-driven analysis are the foundation for systematic process optimization.

The ability to design more transparent and efficient processes with Celonis has paid off, not only through optimization of the existing process landscape. It can also be used to identify process inefficiency and correct issues quickly when introducing new locations.

Overview of the solution

- Kick-off to clarify objectives
- Requirements workshop with stakeholders
- Definition or KPIs relevant to the process
- Identification and evaluation of potential optimizations
- Technical implementation by Celonis
- Creation of digital twins through process mining
- Validation phase including feedback loops
- Live operation, expansion of monitoring

Benefits for MÜLLER | DIE LILA LOGISTIK

- Technical support during implementation by Celonis
- Identification of potential optimizations through process mining
- Optimization of processes based on target/actual comparisons
- Decisions made based on concrete facts and figures
- Technical sparring to solve new problems

>5500 process variants visualized	Lead time reduced by 50 %	10% Process conformity improved

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