WAERlinx for NetSuite
Case Studies – BUILT/

WAERlinx and NetSuite get sector-disruptor BUILT/ off to a flying start.

BUILT/ is a new business venture in partnership with a leading industry player that aims to completely change the way builders buy their materials in the UK.

Background

Historically, the building supplies sector for trade had a very traditional, relationship-based approach to commerce, with pricing for building supplies negotiated from customer to customer.

Bringing the building supplies industry in line with other retail sectors, BUILT/ now provides customers with a range of choices for purchase and collection of materials, both online and in-store. This range of choices will cement BUILT/ as the number one retailer for the professional trade.

Realizing the Vision

The complex requirements of this project called for an extremely robust and forward-thinking ERP and WMS combination. The team at BUILT/ considered several options before settling on the combination of NetSuite with WAERlinx; clear winners in terms of their functionality and flexibility.

The Solution

A typical BUILT/ customer is a tradesperson or builder. They will place an order for building materials in advance and book a time slot to collect them. If they have added their vehicle reg. No. when ordering (where prompted) their license plate is registered on arrival and signs direct them to the BUILT/ Drive Thru, where BUILT/ operatives are ready at assigned collection points to load their materials. Each site is divided into a number of zones based on the type of material being stored.

Additionally, BUILT/ can ship materials to customers at a delivery address, or to collection lockers using their own vehicle fleet as couriers. The WAERpod Proof of Delivery app is used with drivers' iPhones to record delivery, keep customers informed of their order status and plan efficient routes, all of which is tracked and recorded back to NetSuite.

WAERlinx Development

BUILT/ has a complex and challenging set of requirements, however, WAERlinx' built-in flexibility makes it easy to modify to the solution in order to tailor it to the needs of the project, such as:

- Standard WAERlinx receiving and put-away combined into a single process, determining a location for put-away based on part No. parameters for that warehouse (with manual over-ride)

- Locations maintained where possible, presenting a shopfront-type experience to the customer

- Collection and delivery orders are prioritized and picked according to urgency

- Inventory is allocated and dispatched for convenience of pick and delivery

- Order amendments are captured in real time, hence they are managed in real time

- Customer ID is used to identify the order that is to be picked - and for matching it to the receipt signature

- Partial collection of an order can be recorded and logged if customers wish to return at a later time.

"We are very excited to be working with BUILT/ on this brand new proof of concept." Nick Thomas, BUILT/