

CUSTOMER SUCCESS STORY

Solving Order Fulfillment and Shipping Issues at KOBELCO with Synkrato

KOBELCO

KOBELCO Construction Machinery USA, Inc. (a subsidiary of KOBE Steel) is a manufacturer of excavators based in Katy, Texas, United States, with a state-of-the-art manufacturing plant in Hiroshima, Japan.

KEY RESULT

60%

increase in productivity



Challenge

KOBELCO’s customers have come to rely on their quality excavators, built to endure the harshest environments and backed by one of the most comprehensive warranties in the business. When parts are needed, KOBELCO’s network of dealers and their dedicated support team work quickly to deliver parts, knowing that every hour counts.

Because KOBELCO is committed to minimizing downtime for customers and keeping their machinery running strong, they knew they needed to address some key challenges at their Texas warehouse:

- **Inaccurate order fulfillment:** Kobelco was utilizing manual, blind packaging. If there was any break in fulfillment, the process had to start over from the beginning. Even with that, QA was purely on the customer side, with boxes processed as complete even though the order was inaccurate.
- **Inefficient shipping process:** Working from multiple pieces of paperwork (orders, pick tickets, packing slips, and shipping paperwork) introduced the possibility of human error at nearly every step of the fulfillment process. Shipping was separate from fulfillment, requiring a separate individual, process, and software.

“Before Synkrato, we were still working from paper. Paperwork from orders, pick tickets, packaging, and shipping meant tons of issues because the human element was involved in way too many processes. We did our best to catch mistakes on the back end, but that process was manual as well.”

— Patrick Samuels, KOBELCO

Solution

By combining Synkrato's powerful Repack Station with Oracle Warehouse Management Cloud, the KOBELCO team has reduced errors, improved shipping times, and greatly increased productivity. What once required multiple people and disconnected, manual processes is now streamlined by Synkrato, enabling real-time visibility into shipping operations.

KOBELCO moved from a paper-based shipping process that caused low live visibility into shipping status, to Synkrato's powerful Repack Station that not only solved their immediate issues but provided the foundation for KOBELCO's second phase of warehouse improvements, including slotting, labor, and facility optimizations.

While many solutions require months of operational disruptions and implementation pains, Synkrato was able to improve results at KOBELCO in a matter of weeks, with no disruption to day-to-day operations.

Results

KOBELCO's results speak for themselves:

Increased Productivity: KOBELCO's warehouse fulfillment team is able to pull orders 60% faster thanks to Synkrato and outbound picking task management, cycle count program and schedule implementation, and auto-manifest processes.

Greatly Improved Accuracy: Thanks to Synkrato's automated paperwork and label printing, orders are processed more quickly, and scanning and real-time data ensure order accuracy and quality.

“We started seeing gains in the first 2-3 weeks [and] our processing speed is approximately 60% faster than before Synkrato.

— Patrick Samuels, KOBELCO

Ready to learn more?

Ready to get more from your warehouse, software solutions, and team with Synkrato? Book a short discovery call for a personalized demonstration, to learn about pricing options, and to discover how Synkrato's powerful AI solutions can dramatically increase revenue and productivity.



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