

# Lago Cold Stores increases efficiency with Microlistics Chilled WMS



Lago Cold Stores is an innovative, family owned and operated business established in 1966.

One of Queensland's leading 3PL cold storage providers, Lago services domestic and multinational customers including SPAR, Hungry Jack's and McCain Foods via its 30,000 pallet space, multi-chamber (chilled and frozen) distribution centre.

Lago specialises in temperature control and lot, batch and date management of more than 1500 SKUs, and distributes across metropolitan Brisbane and regional Queensland.

## Challenge

Lago needed a new WMS to support growth. The company's previous system presented multiple single points of failure, and day-to-day critical functional support was becoming increasingly difficult.

Moreover, the smooth functioning of the previous warehouse management system was dependent on several Lago staff with legacy knowledge and expertise.

These risks were making it difficult for Lago to secure new business.

## Solution

In 2013, to address these risks and position the business for growth, Lago implemented Microlistics WMS.

In making its decision, Lago evaluated a range of solutions and settled on Microlistics WMS due to the system's flexibility and the ability for rapid deployment.

The solution now facilitates the end-to-end management of inventory for more than 25 customers, and up to 900 pallets in/out per day, managed by temperature, date, lot, and expiry from inbound, storage, replenishment and incubation through blast freeze and value-added services.

Lago also utilises Microlistics WMS' inbuilt labour monitoring capability to ensure accurate billing across its customer base. The system tracks traditional direct processes such as receiving, put-away, picking and dispatch as well as value-added services, kitting, light manufacturing and more.

These capabilities have enabled Lago to offer new services to customers and 'stay in front' of emerging functional requirements.



## Results

Lago now has complete control of inventory in real-time, at every location in the warehouse. The system has enabled Lago to simplify management from receiving to dispatch with a full audit trail in between to satisfy the most challenging food traceability requirements.

The implementation enabled Lago to streamline a range of legacy processes, reducing manual tasks and administration.

This positively impacted employee morale, and empowered the team to provide better service to customers.

Interactions with employees and customers were also streamlined, and the improved flexibility and scalability positioned Lago to grow its warehouse capacity by another 15,000 pallets.

Even with substantial growth in volumes, Lago has been able to retain total visibility of tasks and effort to optimise labour utilisation, reducing total hours and consolidating shifts to provide significant time and cost savings.

**“We now have the speed to be able to act quickly and to stay in front of our competitors with the flow of information.”**  
**Steve Johnstone, General Manager**

### Key benefits



Faster deployment



Increased inventory accuracy and warehouse productivity



Decreased labour costs



Improved customer service



Agile and configurable platform for growth

## About Microlistics

Microlistics is an industry-leading Warehouse Management Solutions company solving warehousing for customers of all sizes, from small, local businesses to large multi-site, multi-brand, multi-channel international companies globally. Its award-winning WMS solution, a single product, has successfully been deployed across multiple market verticals. Microlistics is a part of WiseTech Global.

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