CASE STUDY

Cencora unified warehouse capacity planning and gained faster control over distribution center performance

The pharmaceutical distributor moved from limited Excel-based planning to a modern Qlik Sense application that enables capacity scenario simulations in seconds, daily operational performance evaluation, and scalable use across distribution centers.

4 distribution centers in **1** application

70,000 operational records per day

cencora

Czech Republic

Retail & distribution

46,000 globally

Use cases

- Employee error rate monitoring
- Employee productivity evaluation
- Warehouse workforce capacity planning

Technologies used

Qlik Sense

Inphinity Forms

Problem

Cencora, formerly Alliance Healthcare, is one of the main pharmaceutical wholesalers in the Czech Republic. Warehouse workforce capacity planning was originally based on an Excel model created for a single branch. It helped plan capacity against expected workload, but was not scalable across distribution centers. Data updates were manual and sharing the model became difficult. Warehouse operations also generated a large volume of detailed data. The employee performance application processed around 70,000 records per day on average, with each employee pick represented as one row in Excel. Evaluating performance, filtering employees and turning the data into a management view became unsustainable.

Solution

EMARK transferred the original Excel model into Qlik Sense, creating a centrally managed, scalable solution for capacity planning and operational evaluation of distribution centers. Data is automatically loaded from source systems, transformed in Qlik and made available in an application where users can simulate capacity scenarios, monitor warehouse workload development and evaluate performance in a unified environment with DB writeback and a clear change log.

Before

- Excel as the main tool for warehouse capacity planning
- Manual data updates and operational record handling
- Solution designed primarily for one distribution center
- Limited sharing and complex warehouse performance evaluation

After

- Qlik Sense application for capacity planning and operational reporting
- Automatic processing of data from source systems
- Ability to simulate scenarios using what-if analysis
- Unified view across all distribution centers and employees

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What we delivered

- Automatic data loading from source systems
- ETL data transformation directly in Qlik Sense
- Capacity planning based on warehouse workload volume
- Transparent tracking of data interventions and change traceability
- Use of historical data and statistical metrics for capacity calculation
- What-if analysis for fast simulation of different workforce workload scenarios
- Expansion of the solution from one distribution center to all distribution centers
- Role-based views for employees, shift leaders, warehouse teams, and management
- Inphinity Forms for adjustments, data cleansing and operational exception management

> By filtering by distribution center, we can quickly see exactly what we need. In one application, we can dynamically change the view depending on which operation we are working with.
>
> Otomar Mach
> Deputy director of distribution center

emark

Do you plan warehouse capacity based on current operational data?

We'll show you how to connect capacity planning, performance and what-if scenarios in one governed process.

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