

CASE STUDY

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

The pharmaceutical distributor replaced manual Excel-based planning with a scalable approach to capacity planning, productivity evaluation and warehouse operations management.

4 distribution centers
in **1** application

70,000
operational records per day

emark



-  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. Workforce capacity planning in the warehouse was originally based on an Excel model created for a single branch. The model helped plan capacity according to the expected workload, but it was not suitable for broader use across distribution centers. Data had to be updated manually, and the solution was difficult to scale. At the same time, warehouse operations generated around 70,000 records per day. Evaluating performance, filtering employees and turning the data into a management view became unsustainable with this volume of manual work. Cencora therefore needed a centrally managed approach to planning and evaluation that would unify operational data and enable work across distribution centers.

Solution

EMARK helped Cencora move warehouse capacity planning and operational evaluation into one centrally managed environment. Data from source systems is processed automatically, allowing users to plan capacity according to workload, monitor warehouse operations and evaluate performance in one environment. The solution also enables users to simulate different workload scenarios and adapt views according to the specific distribution center or user role.

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

-  One 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
-  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



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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