Softeon

In a nutshell, what is your company all about?

Softeon is a global supply chain software company with a broad suite of solutions anchored by our Warehouse Management System (WMS), Warehouse Execution System (WES), and Distributed Order Management (DOM) system. Our company is really all about delivering solutions that provide real value, and doing so in a true partnership with our customers, always putting their needs first. We are also committed to developing innovative technologies, supported by our new Warehouse of the Future innovation lab.

What differentiates your company from others in the industry?

Softeon has a very extensive portfolio of solutions, all developed internally on a single, advanced services-based technical architecture that is web-native and Cloud-ready. In addition to WMS, WES and DOM, that includes solutions such as Labor and Resource Management, Slotting Optimization, Yard Management, Direct Store Delivery and more. While Softeon has great products with innovative, highly configurable capabilities, in the end what makes us different is our track record of 100% implementation success and rapid time-to-value – which we deliver every time. Another important differentiator is multiple levels of flexibility to enable rapid response to new requirements and opportunities over time.

What is your company's most recent accomplishment?

Softeon recently released our full Warehouse Execution System (WES) solution, which provides additional levels of order fulfillment orchestration and optimization beyond what is found even in advanced WMS. It works with Softeon's own WMS or a company's existing WMS to drive new levels of performance. Importantly, unlike other WES solutions the Softeon system drives value not only in highly automated DCs but also in more manual operations and those with mid-level automation. So Softeon became among the very first to offer an integrated Warehouse Management and Execution System.

What is the biggest challenge your company faces in the industry?

Customer needs in distribution continue to advance at a very rapid pace. Staying ahead of that curve is an on-going challenge, but one we continue to navigate successfully. There is also great customer interest in various forms of material handling technology, from Put Walls to mobile robots, and you need to be able to integrate those rapidly and optimize performance. Finally, Distributed Order Management in retail and beyond remains not well understood, so there are some market education challenges there.

How does your company approach recruiting and retaining talent? What challenges do you face?

The war for talent remains intense, especially for software developers, consultants and solution engineers of all types. We find that potential employees are attracted to an environment that allows them to work on truly advanced solutions or deployments, and to a culture that is highly focused on the customer and their success.

Why is your company a CSCMP Corporate Member?

Softeon is a corporate CSCMP member first to show our support for the most important supply chain organization in the world. But beyond that, we believe it is critical that our employees develop a broader supply chain understanding to put their roles and what Softeon does in a richer context. CSCMP is the premier resource to accomplish that.

What industry sector do you serve?

Softeon solutions are found in sectors including retail, consumer goods of all types, 3PL, wholesale distribution, ecommerce, pharma/healthcare, high tech and many others.