



Global Automotive Parts Manufacturer: Seeing Unprecedented Growth & Efficiency with KIBO

How KIBO's Unified Commerce Platform Transformed a Fragmented System into a Streamlined, Profitable, and Future-Ready Operation for One of the World's Largest Auto Parts Retailers.

25%

Increase in Operational Efficiency by unifying systems and automating key processes.

35%

Decrease in Returns-Related Issues, minimizing a key area of revenue loss.

3x

Increase in Order Throughput Capacity, enabling scalable growth.

Client Profile

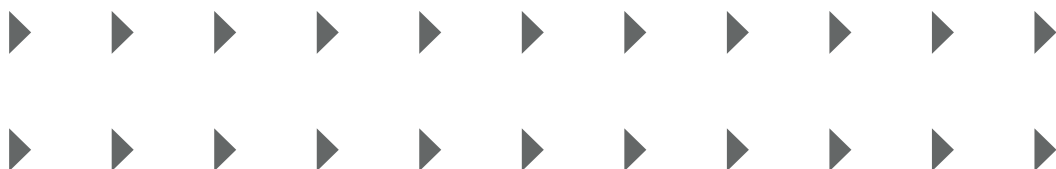
A global leader in the automotive aftermarket industry, this retailer operates on a massive scale, serving both B2C and B2B customers.

Industry	Market	Annual Revenue	Footprint	Challenge
Automotive Aftermarket Retail	North America EMEA LATAM Global*	\$18 Billion	7,500 Stores & 14 Distribution Centers	A sprawling, outdated, and inefficient order management process.

The Challenge: A Roadblock to Growth

Before partnering with KIBO, the company's operations were hampered by a complex and inflexible infrastructure.

- **Fragmented Systems:** Operations were siloed across nine disparate, homegrown systems, creating significant complexity, data inconsistencies, and management overhead.
- **Operational Inefficiencies:** The legacy setup lacked crucial functionalities. Simple but essential tasks like store-to-store transfers and customer returns were inefficient, leading to cumbersome workarounds and significant lost revenue.
- **Barriers to Scalability:** The rigid architecture could not adapt to modern commerce demands or scale to support new sales channels, putting a cap on potential growth and innovation.

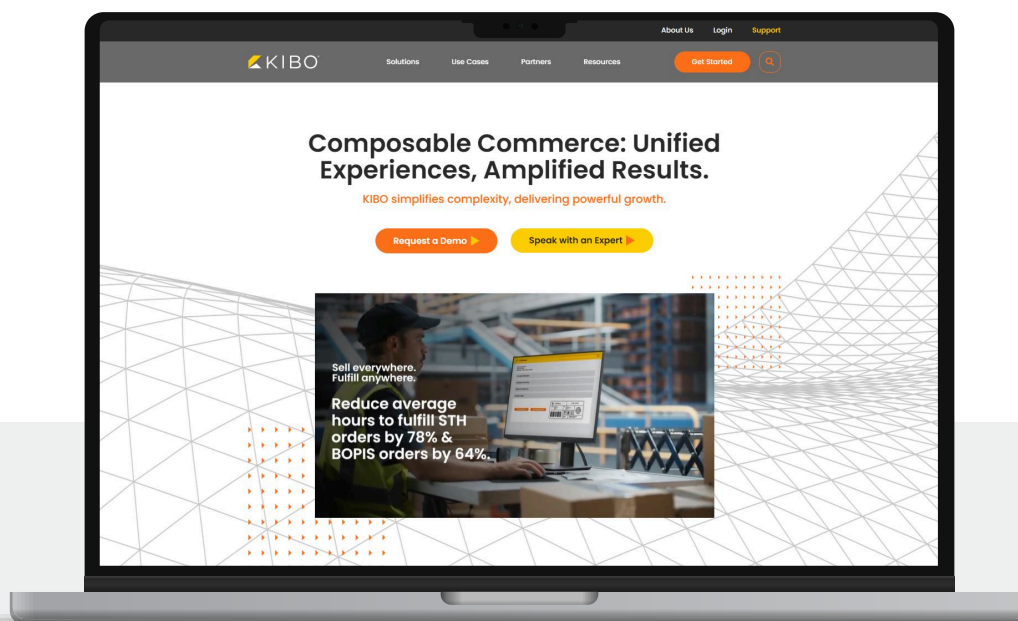


The Solution:

A Unified, Future-Ready Engine for Commerce

KIBO was selected over competitors to replace the fragmented legacy systems with a single, comprehensive Order Management System (OMS). The solution was designed to not only solve immediate challenges but also to provide a foundation for future growth.

- **Unified Platform:** KIBO consolidated nine systems into one centralized OMS, providing a single source of truth for all order data and dramatically improving efficiency, flexibility, and cross-channel visibility.
- **Enhanced Functionality:** The KIBO platform addressed critical operational gaps, optimizing complex order fulfillment and streamlining processes like in-store pickup, transfers, and returns to recapture revenue and improve the customer experience.
- **Future-Ready Technology:** With a modern, MACH-certified (Microservices, API-first, Cloud-native, Headless) architecture, KIBO provided the agility needed to innovate, respond quickly to market changes, and seamlessly integrate with their broader tech ecosystem, including the Google Cloud Marketplace.



KIBO's Differentiator – Why KIBO?

KIBO's unique combination of technology and partnership proved to be the winning formula.

- **Superior Functional Fit:** KIBO's OMS offered the most robust and comprehensive feature set to meet the retailer's complex, large-scale requirements out-of-the-box.
- **Collaborative & Flexible Implementation:** Unlike rigid, one-size-fits-all approaches, KIBO offered a partnership model. We worked collaboratively with the client's internal teams and trusted partners, empowering them to build and maintain applications while leveraging KIBO's expert services.
- **A True Modernization Partner:** KIBO's composable platform and strategic alignment with their cloud modernization goals ensured that the solution was not just a replacement, but a long-term strategic investment.

Value-Driven Results & Proof Points

The implementation of KIBO's OMS delivered transformative, measurable results across the organization.

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Enhanced Profitability:

Optimized inventory and order routing processes directly improved the bottom line.

Agility for Innovation:

The new platform empowers the retailer to rapidly launch new initiatives and stay ahead of the competition.