CUSTOMER STORY

Gildemeister multiplies picker capacity with AI

Dynamic slotting keeps high-demand parts moving

Overview

AI-powered WMS keeps auto dealers stocked in a high-growth market

Automotores Gildemeister is a leading automotive distributor and dealer group operating across Chile, Peru, and Costa Rica. With more than 1,000 employees regionally, it provides vehicle sales, financing and insurance solutions, after-sales services, and spare parts through its network of own and third-party dealers.

Challenge

More than 53,000 spare-parts SKUs and shifting demand increased picker travel and reliance on temporary labor and overtime

Infor solution

Infor AI/ML (Infor Velocity Suite) and Infor Data Fabric use WMS transaction history to identify high-impact SKUs for daily relocation to golden-zone locations

Outcome

Golden-zone pick rates reached 90% in Peru and 70% in Chile, while temporary labor fell 67% and estimated overtime hours fell 25–30% during peaks

Challenge

Rapid growth puts warehouse capacity under pressure

"Automotive is a high-growth business—demand changes every single day with new models, campaigns, and disruptions," says Abraham Villegas, Aftermarket Logistics Manager, Automotores Gildemeister. These shifts continually reshape the spare parts dealers need. For Gildemeister, managing more than 53,000 spare parts stock keeping units (SKUs) across Peru and Chile made keeping pace with daily order lines increasingly difficult.

Without optimized part placement, pickers traveled farther through the warehouse and took longer to fulfill orders. During peak seasons, Gildemeister relied on costly temporary labor and overtime to maintain capacity.

Its legacy inventory tool added another constraint. It reclassified inventory only once a month, meaning high-velocity parts could remain outside golden-zone locations for weeks. Gildemeister needed a more dynamic approach that could respond to changing demand and help its existing workforce handle greater volume.

Infor solution

AI puts high-demand parts closer to pickers

Gildemeister deployed Infor™ artificial intelligence (AI) and machine learning (ML) in Infor Velocity Suite and Infor Data Fabric to create a ML-driven dynamic slotting engine connected to Infor WMS. **"In our warehouse, we needed AI not to replace pickers, but to multiply what our team could handle,"** Villegas explains.

Using 12 months of Infor WMS transaction history, the model identifies the 6–10% of SKUs responsible for 80% of all picks. It then flags those high-impact A/B items for relocation to golden-zone locations, concentrating optimization where it can have the greatest impact.

The model reruns daily, allowing slotting to respond as demand changes rather than relying on monthly inventory reclassification. Its output feeds directly into Infor WMS, so warehouse workers continue following standard put-away instructions without adding new steps to their workflow.

The solution was deployed in approximately three months.

Outcome

Smarter slotting increases capacity with less labor

AI-driven dynamic slotting helped Gildemeister increase picker capacity by keeping its highest-demand spare parts in optimal warehouse locations. **"Before, we hired three extra workers every peak season just to keep up with picking,"** says Villegas. **"Now we handle more volume with one. The results are real. This is not hype."**

Golden-zone pick rates rose from approximately 20–25% to 90% in Peru and 70% in Chile. The operational impact also extended into peak periods. Gildemeister achieved an estimated 25–30% reduction in overtime hours and a 67% reduction in temporary labor. Picker travel time also fell 15–20%.

Across its broader digitalization program, distribution center on-time, in-full (OTIF) service levels improved from 95.4% to 99.6%, while parts distribution center productivity increased 70%, from 4.69 to 7.96 lines per hour. Spare parts availability remained above 93%, supporting vehicle uptime for retail and fleet customers.

About Infor

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Increase warehouse efficiency with AI-driven slotting in Infor WMS

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