

From launch to scale: Laggo drives nearly 100% growth with Infor WMS

Cloud-based warehouse management
delivers visibility, traceability,
and operational confidence



Laggo is a Brazilian MedTech startup that provides logistics solutions for healthcare systems and products worldwide. The company built its business using Infor Warehouse Management System (WMS) from day one to provide customers with secure, standardized, and transparent warehouse and logistics services.



Challenge

Laggo identified a gap in healthcare logistics and needed to build its operation around providing transparent and secure storage capabilities from day one.



Infor solution

Infor implemented a 100% cloud-based WMS integrated with Laggo's ERP systems to deliver supply chain transparency and reliability.



Outcome

Laggo achieved 98% inventory accuracy, a 99.2% increase in shipped units, and a 67% increase in received units within one year.

“Just a month and a half after implementation, our operation was already running smoothly, with all integrations functioning without headache.”

Rodrigo Souza,
Laggo IT



Challenge



Modernizing healthcare logistics

Laggo was founded in 2020 to address a critical issue in healthcare: Third-party logistics (3PL). As a family with over 50 years of healthcare experience, Laggo's founders had seen firsthand how fragmented, low-tech operators struggled to provide reliable distribution to hospitals and other healthcare providers—resulting in critical products and supplies being lost or delayed in the medical supply chain.

Healthcare distribution and logistics operate within a complex supply chain—connecting importers, distributors, carriers, and hospitals. Each must comply with varying product and policy regulations from region to region, adding a layer of complexity. For new businesses like Laggo, these challenges are compounded by market volatility and macroeconomic trends. The company needed a warehouse management system (WMS) that would allow it to adjust quickly and confidently in the face of disruption.

From the start, Laggo understood the demands of the healthcare sector and knew it needed a cloud-based solution to support its operations immediately. Seeking a trusted, globally recognized partner ranked highly by Gartner, the team turned to Infor™ for both technological excellence and quality assurance.

Infor solution



Rapid and seamless implementation at launch

Infor deployed a cloud-based WMS to manage, optimize, and automate Laggo's warehouse and distribution operations and provide a real-time, intelligent view of its inventory, orders, and more. Because Infor WMS is entirely cloud-based, integration with Laggo's existing enterprise resource planning (ERP) was fast and frictionless.

Together with implementation partner Falco, Infor extended the system's capabilities through Infor Intelligent Open Network (ION), enabling advanced third-party integrations that improved operational consistency, simplified scalability, and eliminated manual processes.

Infor and Falco were able to implement Laggo's new system quickly thanks to a configuration-over-customization approach. Rather than relying on time-intensive builds, the teams used out-of-the-box functionality to deliver flexibility at speed and at scale.

The entire implementation and integration process was completed quickly, allowing Laggo to go live and launch without delay. "Just a month and a half after implementation, our operation was already running smoothly, with all integrations functioning without headache," said Rodrigo Souza, Laggo IT.

Thanks to clear, constant communication and strong collaboration with both Infor and Falco, Laggo moved with confidence in its new cloud solution from inception to launch. That mindset and approach continue to inform Laggo operations today. "People, processes, and technology go together here. We train the team to understand 'why' for each action, which makes all the difference in our results," said Souza.

By launching with Infor WMS in place, Laggo entered the market with an operation that was accurate, agile, efficient, and ready to scale.

Outcome

Clarity and connectivity that saves lives



Complete traceability

“Traceability is not a catchphrase at Laggo,” said Débora Ferreira, from Laggo Operations. “Every batch, every invoice, every unit has a clear trail, something unthinkable at other operators.”

From the outset, Laggo’s primary goal—for its partnership with Infor and its business in general—was to improve traceability. In the healthcare industry, it’s the difference that determines whether a key tool or resource makes it into a doctor’s hands, and can quickly become a matter of life or death. “Traceability is our core business. We work with lives,” Souza explained. “Infor’s WMS gives us the security to control batches, expiration dates, and data from end to end.”

With its data unified through Infor WMS, Laggo has 98% inventory accuracy, and the company expects that number to rise to 99.9% in the months ahead. This allows Laggo to provide real-time insight into where goods are in its supply chain, optimize warehouse space, and reduce loss due to expiration and improper storage.



Faster response times

Infor WMS has enabled Laggo’s overall agility by unifying data and eliminating manual processes. With 100% visibility into inventory, transactions, and order statuses, Laggo can act immediately when responding to customer queries or supply chain disruptions.

“Operations became more agile, especially in critical situations like recalls, urgent shipments to hospitals, and regulatory authority requests,” said Laggo president, Laura Rigamonti. “We cut the average emergency response time by 30%.”

That kind of speed builds both customer confidence and brand credibility. “Infor technology has been fundamental for Laggo to consolidate new client trust,” Laura continued. “Its 100% cloud solution guarantees high availability, security, and flexibility—qualities increasingly valued in the market.”

“Integration via Infor ION brought peace of mind. We’ve never had a system failure, and today we can connect with any ERP or WMS in the market.”

Débora Ferreira,
Laggo Operations





Workforce efficiency and scalability

Infor's approach to smart standardization gives Laggo flexibility at speed and scale, with built-in adaptability for future updates. It also shortened the learning curve for employees, creating efficiencies with Laggo's workforce.

The same benefits apply to Laggo's customers. Robust integrations powered by Infor ION have made customer onboarding and engagement faster and more intuitive. "Integration via Infor ION brought peace of mind. We've never had a system failure, and today we can connect with any ERP or WMS in the market," said Débora Ferreira, Laggo Operations.

When market disruptions or peak order periods threaten to slow operations, Infor's automation capabilities allow Laggo's teams to sustain speed, streamline workflows, and boost productivity across outbound and inbound teams.

Within a year, Laggo increased shipped units by 99.2% and received units by 67%, successfully driving growth for both the company and its customers.

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Laura Rigamonti,
Laggo CEO



About Infor

Infor is a global leader in business cloud software products for companies in industry-specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

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