

Röhlig Logistics creates a single source of truth with Infor WMS

Unified vision transforms global logistics



Overview

Röhlig Logistics is a logistics company specializing in the areas of sea freight, air freight, and contract logistics. Founded in 1852 in Bremen, Germany, the family-owned company stands for trusted partnerships and long-term expertise. Today, over 2,700 employees in more than 35 countries deliver tailored solutions and high-quality services to customers worldwide. Röhlig required a unified platform capable of managing complex, large-scale operations.



Challenge

Eight fragmented systems across 40+ sites in 17 countries limited global visibility, created data silos, and prevented standardized processes



Infor solution

Deployed Infor™ WMS as a unified global warehouse management platform, rolled out in phases across regions



Outcome

Achieved rapid greenfield success in Thailand and streamlined complex, multi-site operations in the Netherlands



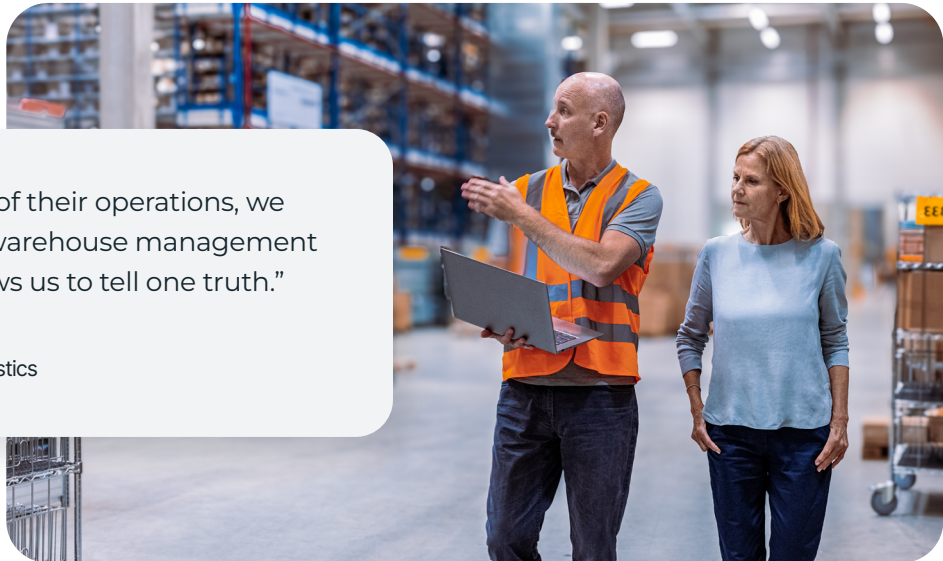
Challenge



Aligning fragmented systems to achieve global visibility

Röhlig Logistics is a family-owned, global logistics provider. Part of its success has come from trusting local operations to determine the systems that work best in their specific regions. This autonomy has helped power growth but comes at a price: eight different WMSs created a fragmented landscape that was increasingly difficult to maintain. The lack of standardization prevented consistent processes, which are critical to world-class logistics.

To gain a single view of global operations, Röhlig wanted to establish a centralized WMS. This would eliminate data silos and provide global customers with a unified view of their inventory. “The time had come to transition from local legacy setups to a standardized solution that offered global consistency, technical scalability, and centralized governance,” says Niels Rudolph, Global Contract Logistics Director, Röhlig Logistics.



“To give our clients a single view of their operations, we needed to find an approach to warehouse management that is universal. Infor WMS allows us to tell one truth.”

Niels Rudolph,
Global Contract Logistics Director, Röhlig Logistics

Infor solution



A partnership built on trust and technical capability

In 2023, Röhlig launched a tender comparing seven global WMS solutions, rigorously tested against realistic scenarios. The decision to select Infor was driven by data—specifically functionality, user-friendliness, and total cost of ownership—but also by cultural alignment.

“For us, successful collaboration is built on trust, direct dialogue, and true partnership with our customers and suppliers,” says Rudolph. “Infor approached our tender process with this same mindset, recognizing that it was about establishing a trusted, long-term partnership rather than completing a purely transactional exercise.”

Infor SCM was selected as the foundation of Röhlig's unified WMS. The rollout was phased geographically, starting with a one-year pilot to validate system stability before making a long-term commitment. The strategy prioritized simpler sites to mitigate risk before tackling complex operations. The rollout is expected to be completed in 2027.

To ensure efficient support, Röhlig established English as the standard system language for external support. This allows the remote support team to navigate menus easily without language barriers, even though Infor WMS can be configured for a wide variety of user-level languages. The WMS environment is hosted in a stand-alone data center in Frankfurt.

"If you use the same system in Melbourne and in Houston, then you speak the same language in terms of technical support."

Diego Garcia,
Global Tender & Implementation Manager, Röhlig Logistics



Outcome

Delivering accuracy, productivity, and integration



Rapid deployment and integrated operations

The impact of Infor SCM was immediate. Röhlig successfully launched a complex greenfield operation in Thailand—a Free Trade Zone facility with 20,000 active stock-keeping units (SKUs)—within just three months. This implementation included complex customs and bonded functionality, yet resulted in an on-time go-live and rapid business stabilization. Going forward, each implementation will be adapted to the needs of the local team.



Central oversight with local configuration

Röhlig has established internal competency centers in Malaysia and Europe. These centralized teams now support global operations and train local users without continuous reliance on external consultants. The system's stability is reflected in an exceptionally low volume of support tickets, averaging only one significant ticket per month. Furthermore, internal teams can now independently configure warehouse processes, picking strategies, and report generation—reducing long-term operational costs.

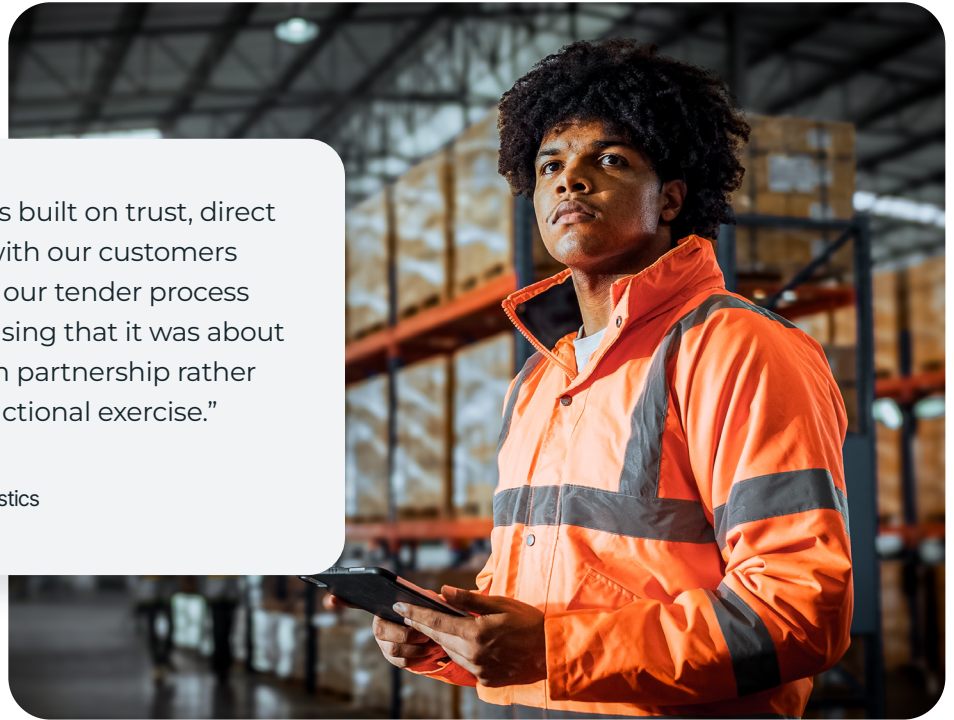


Security and future-proofing

Standardization has strengthened security and governance. By moving to a unified Infor cloud environment, Röhlig ensures consistent data security, backups, and archiving across all territories. Looking ahead, the unified data set positions Röhlig to leverage generative artificial intelligence (AI) and machine learning for predictive inventory analysis and automated heatmapping to further optimize warehouse space.

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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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