

# Driving Increased Productivity and Agility with Advanced Warehouse Capabilities

**Client:** RTA Muebles

**Industry:** Retail



**RTA**<sup>®</sup>  
m u e b l e s

## Challenge

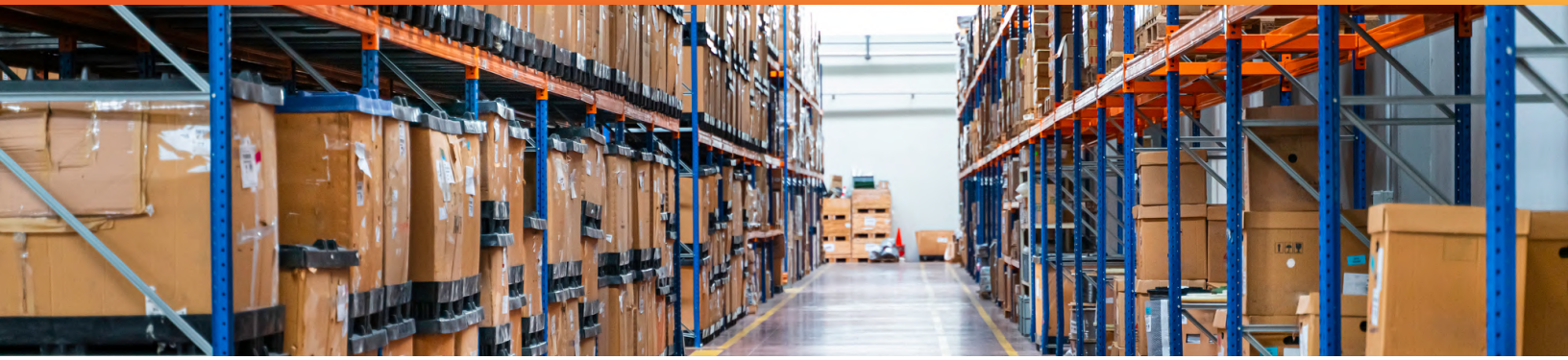
- Operational complexity driven by rapid growth
- Increased pressure on workforce and service levels
- Need for productivity gains while reducing costs

## Solution

- Structured implementation strategy
- Effective change management and workforce enablement
- Strong collaboration to overcome technical challenges

## Results

- Real-time total inventory control
- Increased agility in operational processes
- Reduction in worker overtime



With 20+ years of experience in manufacturing and commercializing modular wooden furniture, RTA Muebles (RTA) produces ready-to-assemble furniture using state-of-the-art technology and a highly skilled workforce.

These products allow customers to create unique spaces with a combination of functional and innovative designs that meet the highest international quality standards.

Located in Colombia, RTA operates two manufacturing plants/distribution centers, supplying markets across the Americas and Europe.

## Challenge: Keeping up with rapid growth

RTA had experienced rapid growth in international market coverage and the e-commerce channel.

This expansion has increased the complexity of its operations, expanded its product portfolio, and placed greater demands on its workforce to uphold its value proposition to customers.

To address these changes, the company set out to transform its operations, increase productivity, and elevate service levels.

While achieving these goals, it remained focused on optimizing and reducing operational costs. In collaboration with Argano, RTA embarked on advancing its supply chain management technology by implementing warehouse efficiency and productivity (WEP), a warehouse management systems designed and developed to optimize, automate, measure, and control storage and distribution center operations.

## Solution: Implementing advanced WEP

The WEP implementation at RTA Muebles began with a joint effort to define objectives, create a work plan, and develop a functional system design. The main goal was to minimize resistance to change among the workforce and ensure employees could fully leverage the WMS's capabilities.

During implementation, several challenges emerged, including training operators with limited technology experience and updating the ERP system simultaneously.

However, thanks to the dedication, commitment, and teamwork between RTA and Argano's consultants, the project was successfully executed.

## Results: Real-time inventory and supply chain control

Following the successful go-live, RTA Muebles achieved the following benefits with the implementation of WEP:

- Real-time total inventory control
- Increased agility in operational processes
- Reduction in worker overtime
- Smooth adoption of employees to the system
- Higher efficiency in order fulfillment
- Fewer errors in the dispatch process

## Looking ahead

Going forward, RTA Muebles plans to implement WEP in its logistics centers in Chile and Spain, leveraging the knowledge gained during its successful rollout in Colombia and the United States, where the system is already fully operational.

“The changes our company experienced alongside the WMS implementation, such as the rollout of a new ERP system and the expansion of our warehouses, led to delays in the initially planned go-live. Many obstacles arose throughout the process, but thanks to Argano’s support and the commitment of our team, we were able to overcome these challenges and tailor the system to our company’s needs.”

Lorena Serna  
Project Leader  
RTA Muebles

## About Argano

Argano is the first and largest Global Specialist Consultancy exclusively focused on the design and delivery of High-Performance Business Operations with our AI-forward approach to transformation. We pioneer intelligent and connected solutions for our clients’ operational environments across customer engagement and service, revenue management, finance and planning, supply chain, and workforce optimization, driving both efficiency and the agility to innovate product, service, and organizational design at the speed of today’s market. Competitive advantage, cost optimization, customer satisfaction, and sustainable growth are our North Stars and our promise to our clients. Learn more at [argano.com](https://argano.com).



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