



In an eleven-month project, Platned has successfully implemented and launched the IFS WADACO Warehouse Management solution for Culligan Middle East, replacing manual warehouse data entry for two Dubai warehouses with fully automated, real-time barcode data capture and tracking.

Culligan Middle East provides a wide range of water purification solutions, services and equipment, and is also a manufacturer of chemicals used in water purification systems. Offering a diverse portfolio of products and services, the business operates multiple brands, each trading through different subsidiary company entities and requiring intercompany transactions. The company has been using IFS since 2018, with IFS Applications 10 currently providing a full ERP solution.

## A need for automated warehouse management

With such a wide range of products and services, Culligan Middle East has two warehouses in Dubai including one dedicated to chemical products. Whilst the IFS Warehouse Management module was in place, all goods and materials in and out were still being recorded manually. Explains Prathibha Gamage, IT Manager for Culligan Middle East, "Whenever materials and goods arrived, or orders were despatched, because there was no serial tracking implemented, our staff were manually having to count and record items and enter the data into IFS. This data has to be accurate and timely as it is also required to correctly reconcile our intercompany transactions," he says.

**Platned implements automated WADACO Warehouse Management for Culligan Middle East, eliminating manual processing and saving over 150 hours a month.**

## About Culligan Middle East

Culligan Middle East is part of Culligan, a global leader in water treatment, services and solutions for homes, offices and industries. Culligan designs, engineers and manufactures water treatment equipment, formulates and blends water treatment chemicals, and supplies drinking water to over 6 million households and 3.5 million offices worldwide.

With operations in Dubai, Abu Dhabi, Sharjah, and Qatar, Culligan Middle East has a 10,000m<sup>2</sup> manufacturing facility in Dubai providing equipment fabrication, chemical blending, and water bottling operations.

## IFS WADACO module

Realising the need to enable a fully automated barcode/scanner tracking solution, Prathibha's team reviewed Warehouse Data Collection Mobile Client (WADACO) capabilities in both IFS and Salesforce, selecting IFS based on the powerful functionality available and the ease of integration.

Following a Request For Proposal to several IFS Partners, in April 2024 Platned was selected based on its implementation experience and pricing. At the outset of the project, the Platned team agreed to place consultants on-site for key project stages, with the remainder of the work delivered remotely via videocalls. "We had three or four consultants working with us face-to-face at various points, for example during the requirements gathering, establishment, solution acceptance and go-live phases, which worked well," says Prathibha.

## Business results

Since the WADACO project went live in January 2025, implementing the module has conferred several wider business benefits. "The project made us revisit and standardise our processes, improving efficiency," says Prathibha. "For example, before, working manually, staff would place goods and materials wherever there was space in the warehouse, or move them from the default area. Now, with tracking, we have defined bay locations and real-time visibility for everything we receive – our system data from the barcode is accurate, and materials are not misplaced," he says.

Business improvement examples include:

- **Barcode scanning introduced:** all inventory locations now use barcodes, improving accuracy and enforcing standardised warehouse processes.
- **Faster warehouse operations:** WADACO enables real-time scanning for receiving, put-away, picking and counting - saving over 150 hours each month.
- **Full stock visibility:** live tracking of inventory movements eliminates mismatches and improves accuracy across both warehouse sites.
- **Improved traceability:** serial and lot batch tracking provides better quality control and root-cause visibility for chemical production and returns.
- **Export and compliance streamlined:** automated shipment processing and Bill of Entry tracking have replaced manual Excel inputs, enabling smooth, auditable exports.

## WADACO project advice

With the IFS WADACO solution tracking a large number of warehouse movements across two sites, what advice would Prathibha offer to others considering a partner-managed implementation? "I would say come at this with an open mind. Just because your business has been doing things a certain way for years doesn't mean it's the best approach. Let a partner or an expert advice on what the best practice process should be. Trust their experience because they have been doing similar projects in multiple sectors and have the best insight and experience," he says.

In terms of evaluating a partner, and ultimately selecting Platned, Prathibha suggests several criteria. "Having worked with several partners in the past, I would certainly look at the company's stability, current customer list and the scale of the operation. There should be a good size cohort of experienced consultants available with proven skills. I think flexibility is also very important – I want a long term relationship with people who understand my business well," he says.

## Benefits seen with Platned

- IFS WADACO warehouse management module implemented on time and on budget upgrade on time and within budget.
- Manual data entry replaced with automated scanning and tracking of goods and materials in warehouses.
- Recommendation and adoption of more efficient best-practice processes.
- Efficient hybrid project delivery working on-site and remotely.
- Further implementation of Mobile Work Order and Rental modules.



Platned delivered the specialist expertise and flexibility we needed to deliver our fully automated IFS WADACO warehouse management solution. As a result, we have already started to engage with them on further future projects.

Prathibha Gamage  
IT Manager for Culligan Middle East

## Looking ahead

In addition to implementing WADACO, since March 2025 the company has also gone live with an implementation for IFS Mobile Work Order, again managed by Platned. As part of the warehouse project, the solution allows the warehouses to manage van stocks for Culligan's field service engineers. Explains Prathibha, "Our Food Service division has 20 mobile engineers. Each has a van that needs to be stocked efficiently, reducing the number of trips made and time spent visiting the warehouse. As part of the warehouse management WADACO implementation we created a new process using Mobile Work Order, so engineers can see stocks and provision materials needed for the full week ahead. Engineers are also using the module service management capabilities such as creating reports, capturing images and so on. In addition, we will soon start using the IFS Rental module as well," he says.