

# Supporting Warehouse Modernization and Returns Automation Across Distribution Operations

A custom AutoStore Returns Extension paired with end-to-end testing that carried this apparel retailer from Softeon WMS through Manhattan Active WMS migration and MAO go-live.

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Successful deployment of Returns Extension for AutoStore
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Smooth migration support from Softeon WMS to Manhattan Active WMS
- ✓

Stable MAO go-live transition through workflow and data validation

AT A GLANCE

## Engagement Snapshot



Industry  
**Apparel & Retail**



Practice area  
**Supply Chain**



Outcomes tracked  
**5**

## The challenge

The client was undergoing a major warehouse and omnichannel transformation initiative, including migration from Softeon WMS to Manhattan Active Warehouse Management (MAWMS), while also preparing for Manhattan Active Omni (MAO) go-live activities.

The transformation required extensive end-to-end testing support, workflow validation, and data verification to ensure operational continuity and a smooth transition across distribution center operations.

In parallel, the client also required a customized Returns Extension for AutoStore to support returns processing within its warehouse environment.

## What Everest delivered

Everest Technologies provided testing, validation, and extension development support across the client’s warehouse modernization initiatives.

## | Solution components

- **Returns Extension for AutoStore**  
Developed a custom Returns Extension for AutoStore  
Enabled improved returns processing capabilities within the distribution center environment
- **End-to-End Testing Support for WMS Migration**  
Supported migration testing from Softeon WMS to Manhattan Active WMS (MAWMS)  
Performed extensive end-to-end testing across warehouse workflows and processes
- **MAO Go-Live Support**  
Extended testing support during Manhattan Active Omni (MAO) go-live  
Focused on workflow validation and data validation activities  
Helped ensure smooth operational transition during go-live phases

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## | Approach

The engagement focused on combining extension development with structured validation and testing support throughout the warehouse transformation lifecycle.

Everest worked closely with operational workflows, warehouse processes, and data validation activities to minimize disruption and ensure stable transitions during modernization initiatives.

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## | Impact & outcomes

- Successful deployment of Returns Extension for AutoStore
- Smooth migration support from Softeon WMS to Manhattan Active WMS
- Stable MAO go-live transition through workflow and data validation
- Improved confidence in warehouse operations during transformation initiatives
- Positive client feedback on testing and support engagement

## | Post go-live impact

The client continued using the Returns Extension for AutoStore in one of its distribution centers and expressed satisfaction with Everest's support and testing engagement.

## | Business impact

- Enhanced returns processing capabilities within distribution operations
- Reduced operational risks during warehouse modernization
- Improved transition readiness across WMS and omnichannel platforms

## | Tools & platforms

- Manhattan Active Warehouse Management (MAWMS)
- Manhattan Active Omni (MAO)
- Softeon WMS (legacy)
- AutoStore
- Custom Returns Extension for AutoStore

## | Client perspective



The client appreciated Everest's extensive end-to-end testing support, workflow validation, and continued engagement during MAO go-live activities.