



# Implementation of a new Warehouse Management System at Frigoscandia

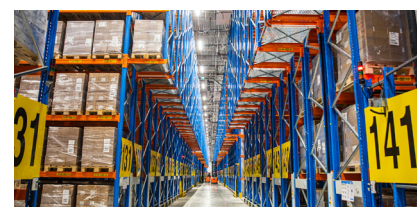
# Change of warehouse system from FAS to Mikado

Since 2024, Frigoscandia has been owned by the global logistics provider DACHSER, and work has now begun on system integrations where Frigoscandia will implement DACHSER's logistics systems. The overall purpose is for the entire logistics group to have unified systems with a high pace of development and strong support behind them, which also brings benefits for you as a customer (see table below).

The implementation of DACHSER's warehouse management system (WMS) Mikado has started and will be carried out at all Frigoscandia warehouses in Sweden and Norway during 2026–2027.

The system change from FAS to Mikado is planned to be carried out site by site. As a customer, you will receive more information well in advance before the system change takes place at the site(s) where you store your goods.

	FAS	MIKADO
Number of active customers	611	2.738
Number of orders/year	470.000	15 millions
Number of developers	2	100+
Support	Office hours	24/7
EDI	91,3%	97%
Support for Pick by Voice	✗	✓
Support for AGV	✗	✓
Support for Autostore	✗	✓



# Information flow today and after the change to WMS Mikado

## Today's information flow

Today, our warehouse customers exchange information with us at Frigoscandia either via EDI integrations or through manual processes.

## Information flow for customers with EDI

Your ERP system sends and receives information (e.g., inbound and outbound deliveries, and inventory reports) via Frigoscandia's integration platform, which acts as a hub and distributes the information onward to/from Frigoscandia's internal systems:

- Warehouse Management System (WMS) for handling items and warehouse flows.
- Pallet Management System (LMS).
- ERP system (Business Central) for financial transactions.

Your ERP system, therefore, does not communicate directly with our WMS, but with our integration platform FRENDS.

## Information flow for customers without EDI

The information flow is not affected for customers who currently do not have an EDI integration with Frigoscandia and contact us via manual processes.

## Information flow after the change to WMS Mikado

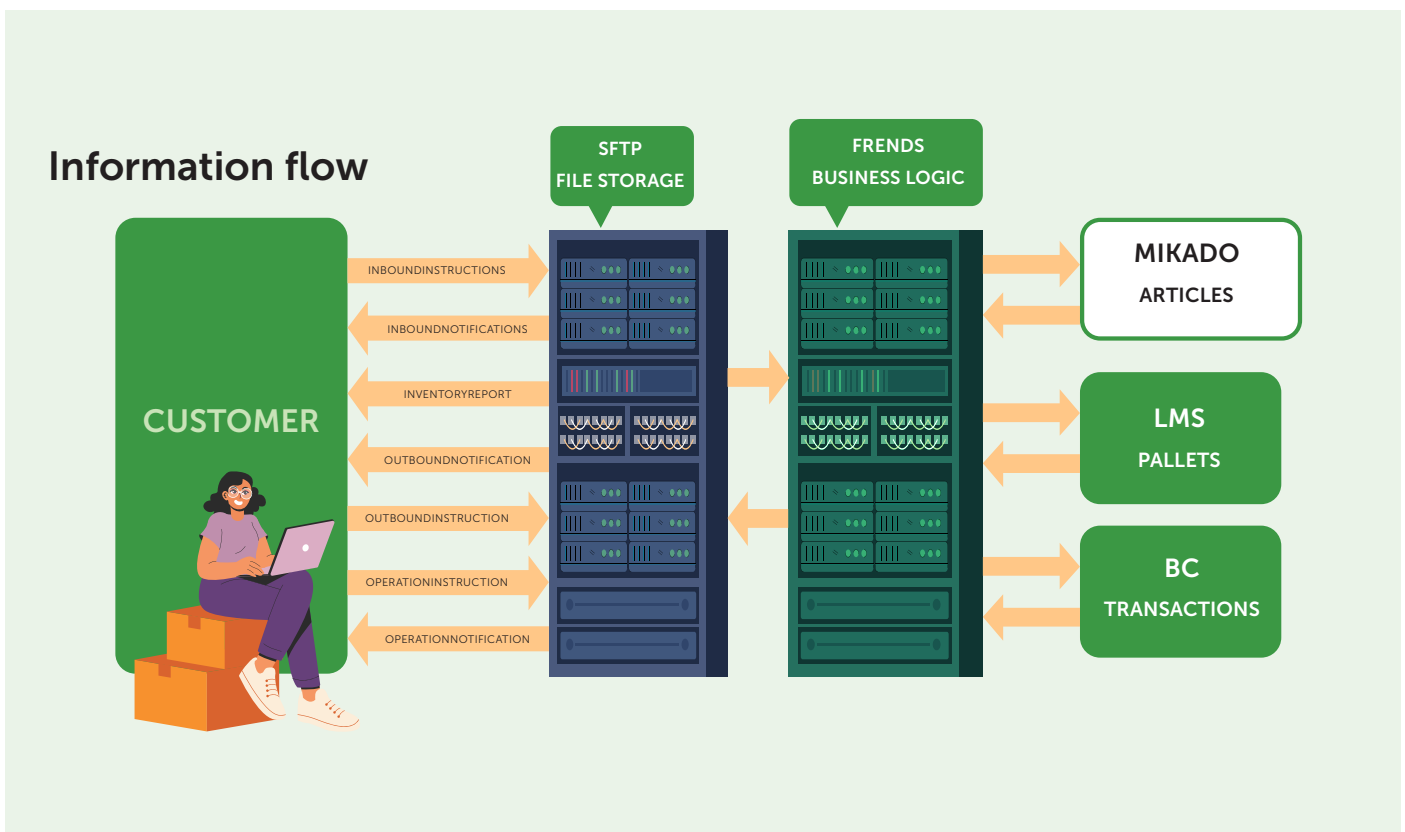
When Frigoscandia changes WMS to Mikado, only Frigoscandia's internal warehouse system will change.

This means:

- Today's integration platform between the customer and Frigoscandia remains.
- The same set of information exchanges between the customer and Frigoscandia remains.
- Existing communication channels will continue to apply.
- The Pallet Management System (LMS) and the ERP system (BC) will not change in connection with the WMS change.

## What does this mean for you as a customer?

- The ambition is that no changes will be required in your ERP system.
- No new integrations need to be built.
- The information flow will remain the same after the WMS change.
- If needed, Frigoscandia may contact you regarding questions related to integration files.



# Questions and answers

## 1. Why is the system change to Mikado being carried out?

By introducing DACHSER's WMS Mikado, a shared system platform is created with a high pace of development, long-term support, and improved opportunities for future services.

## 2. What does the rollout and timeline look like?

The implementation of Mikado will be carried out step by step during 2026–2027, site by site. During spring 2026, Mikado will be implemented at our warehouses in Helsingborg – Vasatorp and Ljusekulla. During autumn 2026, implementation will take place at our warehouses in Jordbro – Lagervägen and Lillsjövägen. We will come back with information on further rollout at our other warehouses.

## 3. How is the go-live of the new WMS carried out?

Ahead of go-live at each site, Frigoscandia carries out extensive testing to ensure the system migration works as planned. We have a dedicated integration team on site before, during, and after the implementation to ensure a safe and stable transition.

## 4. How will our daily ways of working and processes be affected?

The goal is to recreate existing processes in Mikado as far as possible. For most customers, this means that the day-to-day collaboration and flow will largely continue as today.

## 5. What is expected of us as customers during the project?

The ambition is that you, as a customer, will not be affected by the change. If needed, Frigoscandia will carry out customer tests to ensure the integration flows. In cases where you are affected, we will contact you.

## 6. Will anything change after a transition to Mikado?

Yes, some changes will occur. Documents such as delivery notes, labels, invoices, and reports will be generated directly from Mikado. The content will continue to support the operations, but the layout and design may differ slightly compared with today.

## 7. Will our system integrations and technical connectivity be affected?

The technical setup for data exchange will not fundamentally change. Integration with Frigoscandia will still take place via the integration platform FRIENDS. This means that existing connections normally do not need to be changed.

## Contact

### Do you have questions about the implementation?

Please contact your regular contact at Frigoscandia.

You can find ongoing information about the project on our website:  
[frigoscandia.com/en/mikado](https://frigoscandia.com/en/mikado)

