



Case Study

“Units not being repaired quick enough”

A commercial flooring supplier, who manufacture and supply flooring solutions for House Builders, Flooring Contractors, and National & Independent Retailers for all areas of homes and business. They have four sites throughout the UK and have been operating for more than 30 years. They found that they were having reliability issues with their fleet of barcode scanners and printers, which were being used within one of the warehouse and distribution centres. So they were referred to BIAS Technology by a mutual business acquaintance.

We began by having several conversations with management and the warehouse teams to try and get a real understanding of the problems and pain points they all had. By asking everyone that was involved it raised a number of issues “they don’t work”; “Units not being repaired quick enough”; “Having to spend time reconfiguring scanners when back from repair”; “Scanners not working in areas of warehouse”; “Down time for picking in the warehouse due to staff sharing units”; “Customer delivery issues surrounding loading and delivery”; “Excessive time dealing with these issues”. The warehouse supervisor summed it up when he said “the business has been dealing with the issues, but it has progressively got worse over the last year. We just need something to change straight away”.

One of the first and most important areas, was to get all of the faulty scanners and printers assessed and repaired, to bring them back up to a full complement of working devices. We were able to repair the units within the space of a week, and also get the customers programme and wireless setting pre-installed in order for them to work straight out of the box on arrival at the warehouse.

The next part of the process was an agreed site visit, where we carried out a wireless health check of the entire warehouse. We identified several areas that were causing problems with dead spots, where terminals would not work and poor signal strength in others. Within a few days we had rectified these issues by installing additional access points, new antennas and optimised the wireless settings. Another positive came whilst our engineers were on site, was that they observed several areas of preventative maintenance that could be used to good effect. This led to the suggestions of truck mount holsters for the scanners and a battery circulation policy.

The increased number of units be available, and more effective wireless within the warehouse were seen as a success by the management team. At this stage an annual maintenance contract was implemented to enhance the level of cover that they have, to ensure the positive results continued.

We also worked with them on developing a review structure, that enable communication between both companies to ensure that current and future requirements were dealt with in a timely manner.

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