

The SagePage

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...from the **Bar Code Experts** for inventory, asset and warehouse managers

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Customer Success Story

D'Arcy Logistics Gains a Competitive Edge and Makes More Money

The Challenge

For over 80 years, D'Arcy Logistics has assisted corporate and government clients in Canada's National Capital Region, to meet their logistical needs of transportation and storage-related services. D'Arcy operates a 50,000 square foot warehouse with more than 100 active clients.

Third Party Logistics (3PL) is a very competitive marketplace and D'Arcy Logistics wanted to find new ways of gaining a competitive edge and reducing the number of manual errors.

"We know that without adopting new technologies to increase our productivity, accuracy and customer service levels, we would get lost in the crowd with other 3PLs," said Paul Van Remortel, President of D'Arcy Logistics. Inventory turnover is so rapid that D'Arcy knew they had to implement a system that could give them instant access to accurate, up-to-date inventory information. In order to fulfil those needs, D'Arcy turned to SageData Solutions for a real-time wireless Warehouse Management System (WMS) - **WHIPPET**.

The Solution

In 1998, SageData and D'Arcy Logistics decided to work together to develop a WMS that would meet the logistical requirements of a third party warehouse. With SageData's proven expertise in the development of other WMS, it was an ideal match.

"One of the biggest issues in our business is to receive our customer's order, process, pick and ship it as soon as possible. We knew that if we implemented an automated system, we would lower the number of manual steps, decrease the order processing time and decrease the number of errors," said Paul Van Remortel.

SageData created a web-based module to allow D'Arcy Logistics customers to view and query their inventory and place orders online. Once the customer places an order, the data is transferred to an SQL (Structured Query Language) database, which then transfers the order to the wireless handheld in the warehouse. The handheld computer will direct the warehouse worker to the item's primary location and display how many are there. It also provides a secondary location if there is not enough in stock at the first location. The picker then scans in the bar code to ensure that the correct item was picked.

This web-based module has eliminated a lot of paperwork and human errors, and decreased the time spent fulfilling orders. "We have tested this module with a few of our clients and it has decreased the order fulfillment time by almost half and our inventory data accuracy has increased to 98%," said Van Remortel.

Benefits

SageData's **WHIPPET** system uses bar codes and radio frequency (RF) handheld computers, which has significantly increased the accuracy and integrity of D'Arcy's data. D'Arcy has seen a 50% decrease in the time spent picking orders, which in turn has increased service levels by providing quicker turnaround time with orders. With **WHIPPET**, orders are seamlessly processed, which encourages customers to place more orders, more often.

As a 3PL provider D'Arcy Logistics derive income from storing product, but the main revenue source comes from processing customer orders. Therefore, the increase in transactions has led to increased revenues for D'Arcy Logistics and a competitive edge over their competition.

"We could not run our business without **WHIPPET**", states Van Remortel. "We've come to rely on using our handhelds to check our orders, rather than doing it manually - it's so much more accurate and faster than we could ever do ourselves".

SageData News

John Rivenell, President of SageData Solutions Wins "Businessman of the Year" Award

John Rivenell, President of SageData Solutions Inc. has been named the 2001 Businessman of the Year at the Nepean Chamber of Commerce's Annual Business Awards Banquet held last month.

Rivenell received glowing endorsements for his nomination from his peers in all facets of business. To many, he is a businessman by every definition in how he runs his software company and he is a progressive and innovative example to all. "I am honoured to have been selected among a very successful group of business leaders in Nepean," said John Rivenell.

Rivenell attributes much of his success to the core five people who started with him ten years ago, and remain with the company today.

The award for "Businessman of the Year" honours individuals who have demonstrated insight, integrity and innovation within their business, as well as displaying a strong sense of business ethics in dealings with employees, clients and peers.

Jeff McKnight Joins Our Sales Team

We would like to welcome a new member to our sales team - Mr. Jeff McKnight. He has been hired as an Inside Sales Representative, to help manage the growing market of asset tracking, inventory control and warehouse management systems.

Prior to joining SageData Solutions, Jeff was an account executive for Cellular Unlimited, an authorized dealer of Rogers AT&T and the Ottawa Business Journal. He holds an Advertising Diploma, from Georgian College. Jeff has over eight years of sales experience that will assist in the continuous success of the SageData sales team.

Bar Code User Tip

Sometimes your bar code labels get removed from your assets - this is especially true for organizations that are open to the public like schools, some government offices and museums. We suggest that you try using tamper-resistant labels, it is a strong and long-lasting label material. Once adhered, they are difficult to remove, as they splinter into millions of little pieces when you try and peel them off, unlike the standard polyester material, which you can peel off in one piece. Although, they are slightly more expensive, they will save you money in the long run because you will not have to replace them as often.

Provided by Client Services Department

Bizarre Bar Code - *Who would think of tracking something that doesn't move!*

You would not think that guard rails required bar code labels. But, when you have hundreds of miles of roads with rails running for several hundred feet, it becomes increasingly difficult to identify exactly what section of the road and guard rail that requires maintenance. That's where a unique bar code printed in triplicate makes it easier to scan. The City of Ottawa now has a portable system that is capable of identifying individual sections of a guard rail with an accuracy of a few feet, using a Psion Workabout handheld computer together with a Global Positioning System (GPS).

Story provided by SageData Solutions

Please send us your bizarre bar code story to sara@sage.ca. When your bizarre bar code story gets published in the newsletter, we will send you a FREE SageData t-shirt!

Upcoming Events

Fall 2001 BAR CODE Seminar - Everything You Need To Know About BAR CODES & Asset Tracking

Held: November 22, 2001

Location: World Exchange Plaza Conference Center

Time: 8:45am - 1:30pm

Lunch and course material included for \$99/per person. There is a corporate discount for multiple enrolments.

This half-day executive briefing is designed for individuals who are looking for information on bar code technology and how it will reduce your inventory headaches. Discover how groups like Corel Corporation, Nortel, PSINet Ltd. and various government departments use bar code systems to reduce their administrative headaches. You will be amazed how easy it is to implement a system...and save tens of thousands of dollars at the same time.

Please contact Sara Snedden, to register for the event at #613-225-4905 ext. 211 or sara@sage.ca or register online at www.sagedata.com

SageData Partners & Guest Speakers at the event:



About SageData Solutions

SageData Solutions Inc. is one of the world's leaders in software development for bar code, inventory control, asset tracking and warehouse management systems. The company has implemented several hundred custom and standard applications for government and private sector organizations. The company currently focuses on the development of cost effective "off-the-shelf" solutions for local and worldwide export markets, closing the gap between desktop systems and mobile workers.

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SageData Solutions Inc.

1948 Merivale Rd. Suite 201

Ottawa, ON K2G 1E9

Tel: 613-225-4404

Support: 613-225-4905 ext. 217

Email: sales@sage.ca

Website: www.sagedata.com

Sara Snedden, Editor of The SagePage Newsletter

Your comments & feedback are welcomed. Please contact me at sara@sage.ca