

SOLUTION

Data Collection and Digitalization

INDUSTRY

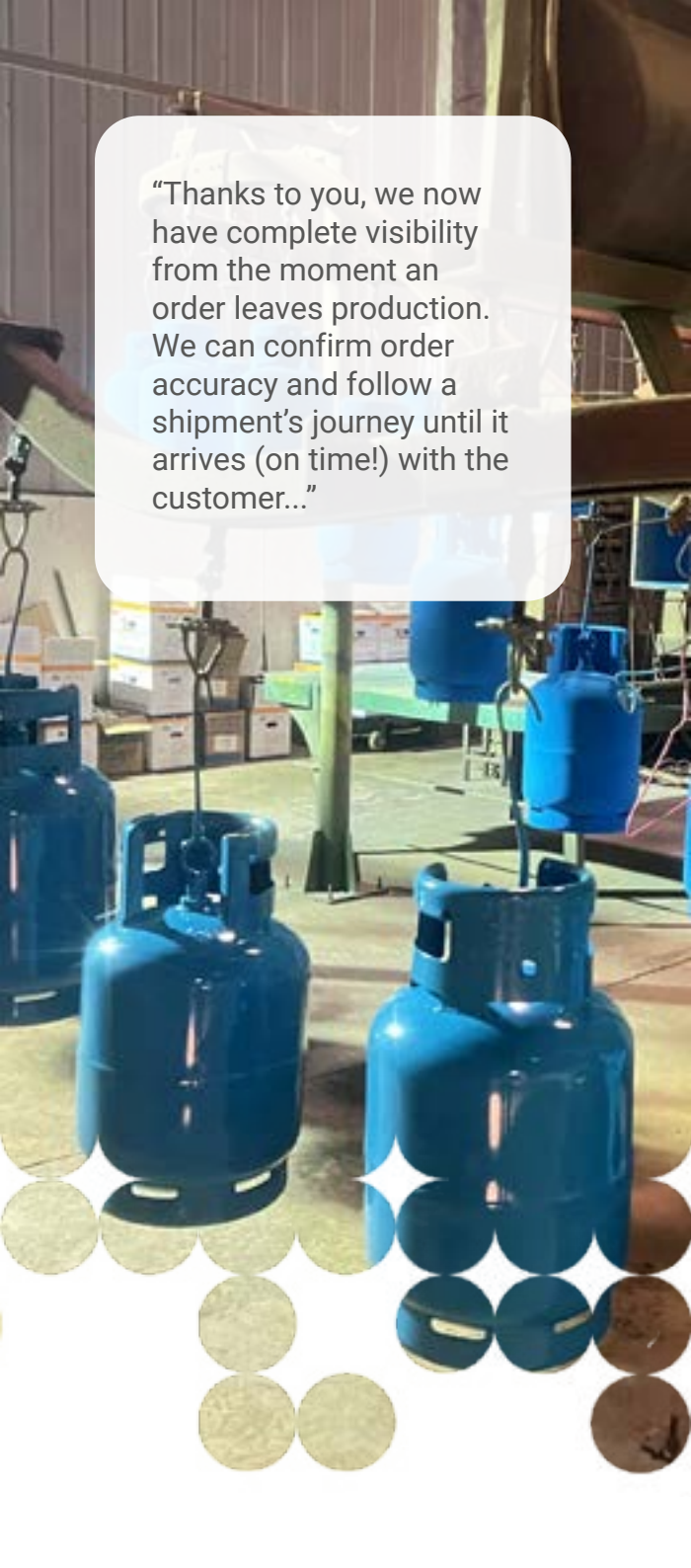
Industrial Manufacturing

GETTING ORDERS RIGHT WITH RFID

FULL VISIBILITY & ACCOUNTABILITY FOR CYLINDER MANUFACTURER

A global manufacturer of gas cylinders for heating, cooling, and construction was struggling to oversee the movement of inventory from production to distribution. Reliant on manual processes, there was no standardized system to confirm order accuracy. And once a shipment left the warehouse, its journey was far from an open book.

This lack of visibility made it difficult to challenge customer charge-backs. The firm needed to be able to reliably track orders – and have the data to prove it. Data collection and digitalization provides this level of certainty. With RFID-enabled tracking, the company can get orders right and do it with greater efficiency.



“Thanks to you, we now have complete visibility from the moment an order leaves production. We can confirm order accuracy and follow a shipment’s journey until it arrives (on time!) with the customer...”

CHALLENGES

- Lack of visibility across shipping and receiving processes
- Unable to keep track of inventory movement between warehouses
- Manual verification of order accuracy vulnerable to human error
- Insufficient data to challenge chargebacks with full accountability
- Lack of control over order fulfillment to customer specifications

BENEFITS

- More orders successfully fulfilled and less customer chargebacks
- Increased rates of customer satisfaction
- Complete accountability to manage and challenge chargebacks
- Increased efficiency and productivity thanks to automation

SOLUTION

- RFID-enabled Data Collection and Digitalization provides end-to-end inventory visibility
- Automated tracking of product movement from production to the warehouse (and between warehouses)
- Automatic verification of order accuracy at the case level
- Visibility and control to ensure timely and accurate shipments
- Verifiable system of record to challenge customer chargebacks

- Visibility to uncover inefficiencies and continuously optimize the shipping process