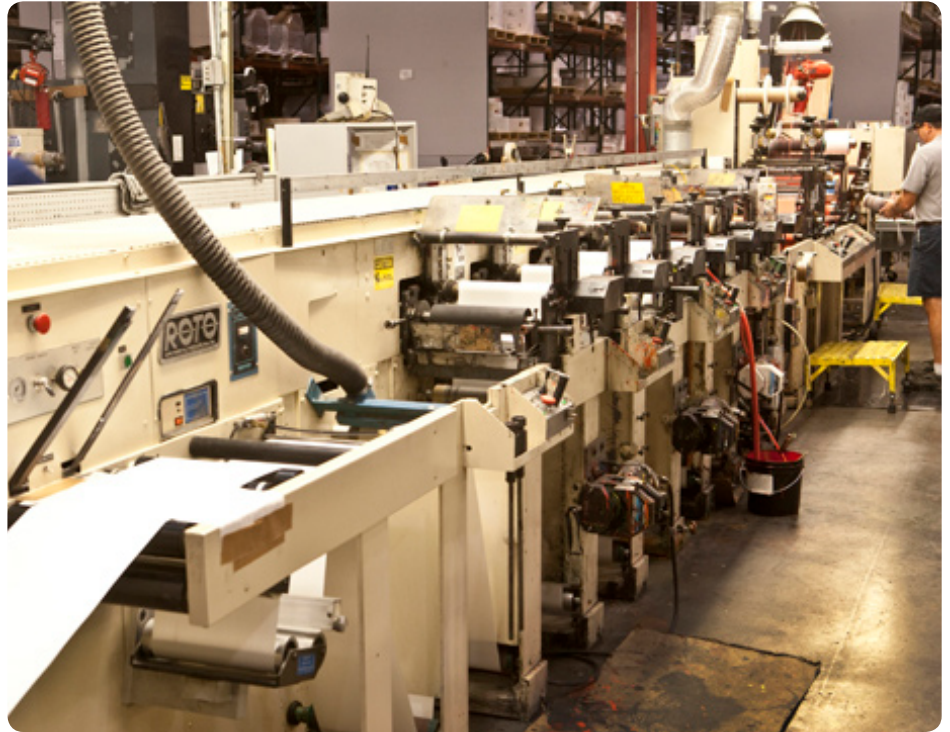


Case study

ToolWorx

Solution Enhances and Modernizes the Performance of Intermec's Media Operations



At a glance

Application: Warehouse

Products: ToolWorx Shop Floor Data Collection system (SFDC), Intermec CV60, SR30, SR60, and PX4

Intermec partner helps leading AIDC provider eliminate human error and reduce costs

Intermec labels, tags, receipts and ribbons support a broad range of bar-code printing applications in mild to harsh environments. Cincinnati-based Intermec Media is at the heart of the production of these various media products.

A 2009 Ohio Excellence in Exporting award winner, Intermec Media was not reaping the benefits of the company's own solutions in its Cincinnati Production and Warehouse Management system. In order to ensure excellence in its operations, Intermec Media relies on the accurate tracking of inventory, order fulfillment, employee performance and material consumption. Until recently the Cincinnati manufacturing plant was dependent on outdated hardware and software, and cumbersome manual data collection processes that left plenty of room for error. The existing data collection software and hardware was prone to frequent and untimely failures, which when this occurred the system proved to be extremely difficult to repair or replace as the products were beyond the product support lifecycle.

When the system was functional there were critical errors and inefficiencies that Intermec Media encountered that made the workday unproductive and often

times frustrating. There was no two-way communication with the existing scanning technology; meaning that when operators would scan data there was no way for the system to verify that the scan was accepted or accurate. This resulted in employees having to keep a manual written log of their workday for inventory tracking and cycle counting, and labor and machine analysis. Once the day was complete the log had to be entered into an Excel spreadsheet, followed by another task of analyzing the spreadsheet input to extract key data. In addition to ineffective and error-filled data collection, employee performance could not be monitored due to lack of real-time visibility into manufacturing operations.

"Our previous system weighed us down with redundant activities and wasted time, energy, and resources," said Cathy Mack, Intermec Production Manager - Media Operations. "We were in need of a reliable solution that would allow us to automate our operations, and provide the visibility and accuracy that gives us confidence in reporting critical management data."

In search of a dependable, scalable data collection system, Intermec turned to long-time partner ToolWorx Information Products, Inc. of Brighton, MI for the



solution. ToolWorx recommended its Shop Floor Data Collection system (SFDC) hosted on Intermec CV60 fixed computers providing two-way interaction with MAPICS, Intermec Media's business system. The solution also consists of Intermec SR30 and SR60 scanners, and PX4 printers. The scanners are used to minimize keyboard data entry and enhance accuracy while the printers provide real-time labeling to track production and jobs in process.

"Intermec Media developed a list of requirements to meet their objectives and we were able to utilize our SFDC system with minimal customization and state-of-the-art Intermec hardware to meet and exceed their requirements," said Ed Weber, ToolWorx Vice President of Sales & Marketing.

With new Intermec hardware, the solution eliminates the need for costly repairs. The ToolWorx software also provides Intermec with the flexibility to have a seamless transition from MAPICS to other business systems like SAP without significant redesign and redeployment as only the business system interface would need changing. This will reduce operator retraining efforts and help maintain consistency through any major business system conversion, which is critical to maintaining inventory accuracy.

The ToolWorx solution has enabled Intermec Media to:

- **Improve Inventory Accuracy** – The ToolWorx SFDC enabled Intermec Media to provide immediate response to operators if they scan any invalid transaction data along with providing accurate data to the MAPICS inventory system. The accuracy and visibility provides better tracking of the status of open manufacturing orders, for more precise, complete order fulfillment and inventory accuracy.
- **Reduce Costs** – By replacing the old hardware, Intermec no longer has to spend money trying to continually find replacement old parts for an outdated system. The durable and reliable CV60 provides peace of mind that valuable data is secure in the system, and costly repairs and downtime are kept to a minimum. Additionally, the added visibility into operations and inventory is helping Intermec to reduce wasted materials.
- **Enhance Productivity** – Intermec Media now spends significantly less time fixing errors. Checking the data for errors which used to take at minimum an hour with the previous solution now only takes five to ten minutes. In addition, less time is spent trying to locate jobs in process as the information being collected on jobs is more accurate and timely.

Commenting on the ToolWorx solution, Mack added, "The new system has provided us with real-time visibility into our workflows, inventory, labor, and materials used. It also has enabled us to improve our operations through the analysis of key data such as downtime, helping us make the most of our man hours, and strengthening us for the future. The solution will pay for itself in no time as it will save the company on average over \$100,000 a year. In a tough economy, solutions that deliver savings like these are absolutely invaluable."

The system upgrade was complete on June 30th, 2009. ToolWorx provided a seamless transition, with no downtime, and Intermec Media continues to reap the benefits of the solution.

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