OVERVIEW

IT managed services company overcomes efficiency bottlenecks in inventory management, shipping and receiving by implementing RFgen Mobile Foundations for Deltek Costpoint.

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SNAPSHOT

INDUSTRY:
Information Technology

ENVIRONMENT:
Deltek Costpoint 7.0

APPLICATIONS:
- Inventory Management
- Receiving

GOALS ACHIEVED

1 Increased data accuracy to 99.999-percent by automating data collection.

2 Improved productivity and efficiency by 450-percent in receiving and shipping.

3 Eliminated bottlenecks in critical materials management processes.

4 Created downstream benefits throughout enterprise.

> " Accuracy has gone up to 99.999%. But RFgen also improves productivity and that drives efficiency downstream. RFgen makes a huge difference in how quickly CyberCore can invoice our customers, improving our cash flow. "
>
> - Jason Mulholland,
> Director of IT, CyberCore

THE CHALLENGE

At CyberCore Technologies, employees buy, build, integrate and deliver tens of thousands of IT hardware items for its clients every year. This makes the ability to collect data quickly and accurately essential to daily operations. "We ship and receive hundreds—sometimes thousands— of items on any given day," explains Jason Mulholland, CyberCore's Director of IT.

But the company's legacy solution did not support newer enterprise mobility or wireless data collection capabilities, creating bottlenecks in their materials management processes. Shipping, receiving and inventory management processes were particularly problematic. Logistics Manager Frank Goodwin explained that since they were unable to use wireless hardware, receiving was confined to a small area, near a desktop computer running Deltek Costpoint connected by USB cable to a barcode scanner. This made shipping and receiving a pallet of items a two-man job.

THE SOLUTION

CyberCore needed a new solution to help them enhance operational agility in the warehouse. This solution would have to automate data collection processes, support mobile devices, such as barcode scanners with wireless connectivity, function out-of-the-box and integrate with Deltek Costpoint.

That led Mulholland to select RFgen Mobile Foundations for Deltek Costpoint to streamline shipping, receiving and inventory transactions.

"We looked at smaller solutions that came as a companion product with scan guns," explained Mulholland. "But RFgen came highly recommended and it's part of the Deltek partner ecosystem. RFgen is basically the only mobile data capture solution that has any out-of-the-box compatibility with Costpoint."

RFgen is a suite of pre-written, pre-validated data collection solutions and the only Deltek-recommended mobile solution for providing real-time, bi-directional information exchange between Costpoint and barcode scanners, handheld devices, RFID devices, PLCs, and scale-type devices for government contractors.

> " We were literally doing about 30-percent of our work twice. "
>
> - Frank Goodwin,
>   Logistics Manager, CyberCore

THE RESULTS

RFgen helped CyberCore realize numerous efficiencies while also solving real-world challenges in materials management and supply chain logistics control. RFgen also enabled the company to augment their secure supply chain solution with automation and future capabilities, such as RFID. Other benefits include:

Significantly Accelerated Mobility, Efficiency and Speed

Implementing RFgen freed CyberCore workers in Receiving from being tethered to a fixed location. Now they used mobile barcode scanners to capture inventory data instead of shifting inventory around for processing. Eliminating this bottleneck effectively increased employee productivity by 450-percent, enabling fewer employees to process the same number of items in a significantly shorter time.

Goodwin went on to add: "Another advantage of RFgen is that it's the only solution that could tie multiple barcode scanners into a single purchase order at the same time. Instead of one person working on a purchase order, with RFgen, we can have as many as we need. For a single piece of material, they usually scan four pieces of information. So even if you receive 1,000 items, you are looking at 4,000 pieces of information. One technician scanning versus four makes a big difference."

"Accuracy has gone up to 99.999-percent"

RFgen automation enabled CyberCore to achieve 99.999-percent data collection accuracy, virtually eliminating the potential for human error in receiving and inventory management. Clean, accurate data also means devoting less employee time and organizational overhead to correcting mistakes while also making it easier for CyberCore to create reports required by their customers.

"If I was to send over the wrong piece of information, it could end up costing us a lot of money for a single asset tag being wrong and shut down different projects. With RFgen, nothing has been recorded or shipped wrong. Nothing has been rejected by our customers," Goodwin explained.

ABOUT CYBERCORE

CyberCore Technologies is a Maryland company specializing in IT professional services, managed services, and trusted integration for the federal government. CyberCore provides managed services including IT asset procurement, problem resolution and Tier-3 support for its customers, including defense, aerospace, and domestic security agencies. It also provides value-added services such as system configuration and software loading as part of its trusted integration business.