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Why a Global Life Sciences Manufacturer Replaced Its Mobile Solution when Upgrading to 9.2

"Switching to RF-SMART has been a terrific experience.
Their staff is knowledgeable about JDE and warehousing."
- Manager of Manufacturing Systems

Replaced mobile solution due to costly upgrades and poor customer service	Lot statuses and lot numbers have reduced the amount of operator mistakes, saving them money	Using RF-SMART, orders are shipped correctly and on time

A global life science company manufactures animal health solutions, including animal feed ingredients, medicated feed additives and vaccines. Distributing their products to large ranchers and veterinarians, this life sciences manufacturer has a broad portfolio of products for a wide variety of needs. A long-time JD Edwards customer, they recently made the decision to upgrade to 9.2, and with that came a decision regarding their mobile inventory data collection solution.

Deciding to Upgrade

Using both JDE and mobile data collection for the last 11 years, it was a straight-forward decision for the life sciences manufacturer to upgrade to JD Edwards version 9.2, as this version offers more functionality and new tools. They knew they would continue to leverage a mobile barcoding solution with their inventory, but the manufacturer was uncertain they would stay with the same solution, knowing it was costly to upgrade and provided poor customer service. "Past upgrades with our previous solution did not go well, leaving us without a working system," said their Manager of Manufacturing Systems. "Their customer service had no urgency to reply to us. When the system went down, we would lose $100,000 as we waited for them to respond."

In addition, the solution did not update their software often enough to stay current with hardware devices. This frequently left them unable to use the devices they owned or wanted. On top of this, the team did not like the development environment, and as they often had to write their own customizations, this was an important factor. As a result, the team decided to evaluate other data collection solutions as part of their 9.2 upgrade.

Switching to RF-SMART

Comparing several solutions, they selected RF-SMART. "We thought RF-SMART was the best product," said their manager.

RF-SMART could support all of their requirements and requests, and gave them the development environment they sought. "With RF-SMART, we are able to create one script and run it everywhere," their manager said. The team liked that RF-SMART is easy to use – whether on a tablet, mobile device, or handheld – and had the most consistent screens across devices.

As a life sciences manufacturer, they had a specific set of requirements their devices needed to meet – from shock resistance to withstanding extreme temperatures. It was crucial their data collection solution allow them to use the device of their choice. "The other solutions we looked at didn't have the same capability to deploy on compatible devices," said their manager.

RF-SMART Functionality Differentiators

*   **Compliance** – Regulations require life science manufacturers to collect expiration and manufacturing dates off the products they receive from suppliers. "We had a problem doing this in the past. It was never accurate," said their manager. By scanning items at receiving, RF-SMART prompts employees to enter in this information; otherwise, RF-SMART does not let employees complete the item receipt. "Because of this, our quality is much better and our quality department is very happy," said their manager. "This functionality is one of the biggest areas RF-SMART helps us."

Life Sciences Case Study (cont.)

They have been able to solve SOX compliance issues with RF-SMART. No longer are orders packed with amounts that differ from the sales order, delaying shipments. "In the past, operators would have to contact our customer service department to change the order and then wait for the change before the order could be shipped," said their manager. "With RF-SMART, it all happens automatically. Orders aren't held up at the door anymore."

- **Lot status and lot numbers** – Aside from improving functionality, implementing RF-SMART has also added functionality. In particular, the addition of lot statuses and lot numbers has reduced the amount of operator mistakes, saving the life sciences manufacturer money. Lot statuses give information as to damaged goods, which can't be used in manufacturing. Using lot statuses and lot numbers, employees check the lot master to ascertain that the material has not expired, that it passed tests, and that it's the right ingredient for the particular product being manufactured. "This functionality is like having a Quality Assurance employee double-checking what our operators are doing, making sure they are not making mistakes," their manager said.

- **Accuracy** – Prior to RF-SMART, they had significant rounding errors. Because batch size is in tonnage but ingredients are measured in pounds, they needed large enough fields to handle that data. "We have to have accurate information because we're dealing with medication. Some ingredients were a small percentage of the batch, and we needed to capture that accurately without rounding," said their manager. In the past, avoiding rounding errors caused workarounds. But RF-SMART accounts for this data without any workarounds or customizations, which has improved their accuracy.

- **Labels** – By using RF-SMART Print Suite Bridge, they were able to use their existing labels. As an international distributor, many of their package labels are regulatory controlled, which requires an expensive approval process. "We didn't want to start this process again," said their manager. Print Suite Bridge from RF-SMART connects to Loftware to print the labels on the new scanners. "This was an important differentiator for us," their manager said.

RF-SMART Customer Experience Differentiators

This life sciences manufacturer has a large and complex operation, with 21 manufacturing plants. Members of the

> " Enabling the collection of expiration and manufacturing dates for compliance is one of the biggest areas RF-SMART helps us. "

RF-SMART team visited several plants to understand their operation, with the goal to ensure they used the full extent of RF-SMART functionality. "It's been a terrific experience. RF-SMART staff is knowledgeable about JD Edwards and warehousing, so we didn't waste time explaining anything," said their manager. As well, the RF-SMART team was able to recommend the best ways to use the product.

RF-SMART provides opportunities for growth, which was their goal moving to 9.2. One of the reasons they selected RF-SMART was the development environment. "We plan to explore the tools package and develop our own scripts," said their manager. They are also implementing RF-SMART WM Lite and anticipate this will help alleviate shipping overloads by using it to stage loads. "I think it will increase our ability to load trucks faster," their manager said. They will also look to RF-SMART to help them connect the PLCs, which is something RF-SMART Automation Module functionality can accomplish.

Overall, the upgrade to JDE 9.2 and replacing their data collection with RF-SMART has been a very positive experience. "We've found a winner with RF-SMART."

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