# IN COMMAND

## Mobile Enable Your Supply Chain

MOBILE INITIATIVES FOR WAREHOUSING & DISTRIBUTION EXECUTIVES – **PART I**

**WHITE PAPER**

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Warehousing and Distribution Executives are constantly looking for opportunities to reduce operating costs, while also improving efficiency, responsiveness, and productivity all this leading to better profitability. In the research report "Accelerate ERP Value Through Mobility," Analyst at Gartner Inc., wrote, "Mobility in ERP will increase end-user productivity by at least 15% and enable faster decision making through access to real-time ERP data." In warehousing where there are plenty of opportunities for labor savings, the savings are even higher. So mobile devices need to be deployed in a smart manner that would help improve not just one but several aspects of operations. This can be done by deploying the In Command device with multiple capabilities that can literally be a Swiss Army Knife for Warehouse Operators. While the utilization of the mobile devices for providing access to some critical operations reporting seem to be the first thought, there are a lot more applications that the device can be deployed for, which will not only improve productivity of the labor force, but also increase the satisfaction level of the work force hence the morale in the work place in general.

**HERE ARE** A FEW APPLICATIONS WHERE THE IN COMMAND DEVICE CAN BE DEPLOYED.

## 1 ▶ REPLACEMENT FOR WEARABLE COMPUTERS AND HANDHELDS

In Command is a perfect replacement for the wearable computers used today in the warehouses. Not only those, but In Command can also replace the competitor RF handhelds that are being used today in the warehouse floors. In Command is on par in terms of data collection capabilities if not superior while using the In Command Link app that provides seamless connectivity to the back end systems. With the barcode scanner that is connected through blue tooth, users don't have to deal with the loosely hanging wires that get unwieldy at times.

## 2 ▶ CONFIGURABLE FUNCTION SPECIFIC CUSTOMIZABLE KEYBOARD

One another crucial aspect of the In Command device is the Soft Overlay Keyboard, a key feature of the SGL app that provides flexibility in the way the keyboard is configured for different warehousing functions, for example a Putaway user will have a Putaway keyboard that is displayed as a glass keyboard superimposed on the touch screen. This putaway keyboard will have only putaway functions that user will need access to. Similarly all warehousing functions can be provided with keyboards that are tied to that function. This makes the warehouse operator's life lot easier increasing productivity. .

## 3 ▶ BUSINESS INTELLIGENCE FOR SUPERVISORS

This is an obvious thought, what better way to equip warehouse supervisors to stay on top of critical issues, especially the ones that stop the inventory flow from receiving to shipping by giving them a mobile device and reporting apps that they can look at any time, look for red flags, drill down further, isolate the problem and address that right away.

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## 4 ▶ PICTURE BASED DOCUMENTATION

This is a next area where there is a pretty good opportunity to leverage mobile devices. Even today the warehouse supervisors are using their iPhones to take pictures, send the pictures to their official email address from the personal email address and then share those pictures with procurement staff or the buyers. But those pictures get lost, especially when needed most, especially when the vendor is asking for pictures for the charge backs. Deploying a mobile device with a portal like app that can capture the pictures with specific reason codes and free form comments that the users can capture along with the pictures is a great way to ensure the pictures are documented and available when needed.

Another opportunity in this area is converting today's paper based documents into PDFs, for example one distributor that is shipping a lot of SKUs needs to comply with FDA requirements. As per FDA requirements, they need to retain every single returns document that come with the FDA SKU that is returned. So today they are just filing those papers away and storing them in a big warehouse that is full of papers, imagine the nightmare if FDA comes back asking for that one specific document pertaining to an FDA SKU that was returned by a specific customer for whatever reason. Using In Command those documents can be photographed, converted to PDFs and then stored in a searchable database, which makes this storage and retrieval so much easier



Click on the video to watch it or play from youtube
http://youtube.com/watch?v=mdM0rwQ2Nd4

## 5 ▶ VIDEO BASED TRAINING

The next area where there is a significant opportunity for cost savings is training. Typically in a WMS rollout, users spend about 3 to 6 weeks, depending on the size of the warehouse and the different functions that the user needs to be fully trained in. And currently the way this is done is by bringing up a training environment with refreshing capabilities, then users are given access to that training environment and they execute different functions in the training environment for 3 to 6 weeks. Also this becomes a lot more complicated when there is a new user that is joining and needs to be trained. Hence a training environment needs to be maintained on a constant basis. Whereas with the In Command device, the time that is spent on preparing the electronic SOP User's manual can be spent in making videos that can be played by individual user from the In Command device.

Another opportunity is to train users in specific customer packaging requirements. For example one of the distributors get orders from the movie stars in LA for their parties. And these movie stars require the packaging to be done in an exact specific manner to WOW their guests. The warehouse operators that are fulfilling these orders can be trained in such specific steps to perform such packaging through the In Command device.
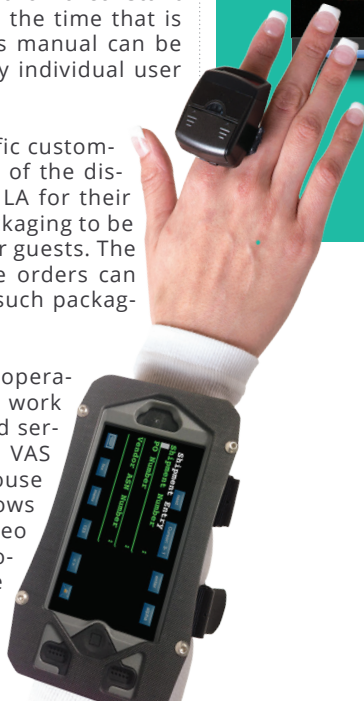
Another opportunity is to train warehouse operators on executing assembly instructions for a work order. Distributors often perform Value added services for their customers, one such popular VAS is work order assembly. Today all the warehouse operator gets is a paper document that shows the planogram of the final product. With a video with instructions on putting the product together, will result in savings due to less time spent by the warehouse operator.



Click on the video to watch it or play from youtube
http://youtube.com/watch?v=ntrwnOwMics

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### 6 ▶ DISPLAY PICTURES OF SKUS (ON ROADMAP)

Another area where users have been asking for this capability for quite some time is ability to display pictures. Currently warehouse operators are printing pictures in a sheet of paper and hanging those pictures in every location to ensure right sku gets to the right location. Displaying pictures in the In Command device during processes like picking, receiving, quality audit, replenishments to unit pick locations reduce errors due to mispick, which results in boosting customer satisfaction. Also displaying picture can reduce the inventory errors and help maintain the inventory count accurate in the warehouse. The way this would work is every new SKU that is received in the warehouse gets sent to the Cubiscan area for dimensions capture. Along with the dims a picture also will be taken and these pictures will be stored in a database. These pictures will be displayed in the same screen right next to the sku description that is shown in the RF Device. Or in order to ensure the load is not so much on the network, the display can be made upon request from the user as well.

### 7 ▶ SOCIAL MEDIA APPS

Organizations are deploying social media apps like Facebook, in order to enable free communication for faster information gathering, sometimes even with external business partners. For example if a customer service rep needs to provide an order status to an important customer, the CSR can post a request for information to a Facebook like post and the supervisors respond to that request through their In Command device, which is lot more efficient than sending out individual emails to multiple warehouse supervisors, whereas the supervisors can respond to these information requests even while they are walking on the floor.

### 8 ▶ ADD ON RFID MODULE (ON ROADMAP)

On a need basis, RFID capabilities can be provided to the warehouse operators by adding RFID modules to the device.



### 9 ▶ VOICE PICKING (ON ROADMAP)

Voice picking has proven to increase picking efficiency by at least 20%, but the voice hardware is expensive and also the voice hardware is just capable of doing that one function, just voice picking. Deploying the In Command device with voice capabilities that has pre-installed apps specific to Picking, Replenishment, Putaway and Cycle count functions enables much more easier and less expensive method of voice enabling warehouse processes.

### 10 ▶ REPLACEMENT FOR OTHER DEVICES SUCH AS WALKIE TALKIE, PAGING SYSTEM AND PHONES

Today there are quite a number of devices that are deployed in order to facilitate quick communication and quick resolution of issues on the warehouse floor. The most commonly used devices are Walkie Talkies, Phone systems and Paging systems. Deploying the In Command device will eliminate the need for these additional devices.

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## 11 ▶ USE IN RETAIL STORE AS POS

The In Command device can also be used as a Point of Sale system in a retail store. One trend that is emerging in the ecommerce vertical is fulfillment of Ecommerce orders from Retail stores. As everyone knows in any scenario an Ecommerce order has a higher priority over a store replenishment as the customer has already agreed to be charged for the ecommerce order, where as in the Store scenario the product is going to sit in the store, until a customer that is interested in buying that product shows up. Hence it makes a lot of sense to ship an item from the retail store for a customer that has already placed an order over the internet or a mobile device. In such scenarios the store needs to have the tools and processes that are nimble, that support both the functions that are performed in store as well as the functions that are performed in the warehouse. In Command device with multiple capabilities will be a perfect fit for such scenarios.

*In research report "Accelerate ERP Value Through Mobility," Analyst at Gartner Inc., wrote, "Mobility in ERP will increase end-user productivity by at least 15% and enable faster decision making through access to real-time ERP data."*

## ABOUT IN COMMAND

In Command is a light weight next gen wearable computer for use in Retail, Logistics and Supply Chain industries. Its features include data collection capabilities, picture and video based documentation, video based training and ability to deploy collaboration apps like Facetime, Yammer and Chatter in a warehouse environment. These unique technology advantages are offered at 30% to 40% lesser cost compared to the devices in the market today. To learn more visit **www.in-cmd.com.**

## 12 ▶ REPLACEMENT FOR FIXED STATION TERMINALS IN THE WAREHOUSE FLOOR

Also today in the warehouse, fixed station terminals are deployed at strategic locations so users can use them for trouble shooting purposes,

## 13 ▶ VIDEO CHAT FOR TROUBLE SHOOTING

This is another area where the In Command device could produce immense benefit. Often the IT guys and the operations guys spend a lot of time trying to trouble shoot issues, especially when the IT team is remote. By doing a face time chat with the warehouse operator that is facing the issue with the IT analyst that is trying to solve the issue, a significant amount of time can be saved. After spending several years in this role, often the problem is communication, the operator that is facing that issue doesn't communicate that one step he is doing, after multiple calls, when the IT analyst realizes that one step he missed, it is really an aha moment. Such wastage of time can be avoided by doing video chat right away when such problems are encountered.

## CONCLUSION

With the multiple capabilities available in In Command, it is not only a perfect fit for deployment in the warehouse, but also can reduce cost and can result in boosting the morale of the workers significantly as well as be an inviting place for the millennial to join. In Command is a nimble tool that increases enterprises ability to stay agile and adapt to changing market demands.