

Gaining the Competitive Advantage with RF Technology in Your Supply Chain

Remaining Competitive with RF

Companies look for any edge to remain competitive in today's high-speed business climate. Streamlining supply chain management systems can deliver that advantage -- shaving even a few minutes off order processing times can translate into better customer service through faster delivery of product to the customer, reduced costs, and ultimately increased profitability. Using RF technology to deploy fast real-time data capture and communications in the supply chain can turn saved minutes into true competitive advantage. With the time and cost savings of wireless communications substantiated, more and more companies are evaluating RF technology and the business benefits it can deliver throughout the enterprise. RF technology delivers a seamless flow of information between workers and critical business systems, leaving employees free to move about the company as needed to work, without losing touch with critical data and business systems.

The RF Advantage

The advantages of an RF system are many:

- ▶ WS2000 and WS5100 Symbol's Wireless Switches devices provide integrated wired and wireless networking solutions, offering enterprise class security (802.11i, site-to-site IPsec VPN), public/private network segmentation and 802.11a/b/g support.
- ▶ Up-to-the minute data integrity and real-time communications increase the speed of all operations within a company.
- ▶ Time spent manually updating data is eliminated, resulting in increased productivity.



Key Points

- ▶ Using RF technology in the supply management system turns saved minutes into competitive advantages
- ▶ Real-time data integrity and communications speed all operations within a company
- ▶ Less wasted time means fewer people can accomplish more in less time
- ▶ Reduces time-consuming paperwork and related costs
- ▶ Wireless infrastructure may be more cost effective than running cable
- ▶ The productivity increase translates into fewer people accomplishing more tasks in less time.
- ▶ Paper work -- and the associated costs -- are reduced or eliminated.
- ▶ Up-to-date always available data allows for prompt response times and improved service levels.

At the physical level:

- ▶ The need to lay cable is eliminated. Cable is expensive, less flexible than RF coverage and can be prone to damage.
- ▶ For new facilities, implementing a wireless infrastructure may be more cost effective than running cable.

Supply Chain Applications

Many points in the supply chain can realize important advantages from accurate, real-time data that RF provides.

Shipping, Receiving and Internal Transport

When goods arrive, the bar code is scanned and data is sent to the host. At the same time, the received quantity is compared with the ordered quantity to immediately determine if there is a disparity.

If goods received are different from the order or are damaged, immediate action can be taken, depending on the disposition. The goods are then processed and sent to their destination. With RF, goods do not sit idle when instructions for dispositioning the received goods are sent wirelessly. Forklift operators receive instructions on a mobile device, eliminating dead-end trips, making more productive use of personnel and materials, and ultimately saving time.

Outgoing goods can be directed efficiently to trucks and confirmed via the RF system. Invoices, shipping notices and other forms and reports can be initiated the moment truck leaves the dock.

Inventory Control

RF in inventory control can offer huge savings in time and money. Because all events are recorded in real time, the host is continually aware of the current inventory. This high level of monitoring eliminates manual counting cycles. With RF, many companies reduce formal annual inventory cycles, and in some cases eliminate them altogether.

Further, an RF system allows stock "picking" and replenishment to be combined, dramatically reducing the number of movements involved in the internal transport of goods.

Order Picking and Stock Replenishment

RF offers many possibilities for speedy verification of previous transactions. For example:

- After a certain number of transactions, the remaining stock at the pick -up location can be counted for extra verification. If the physical stock is not the same as the administrative stock, those mistakes can be rectified before the goods are moved or shipped.
- Users typically report significant gains in the number of pickups or putaways processed per hour after implementing RF operations.
- When palletized goods are put into stock, forklift operators can use their mobile device to notify the host of the goods' disposition and that they are ready for another job.
- Similarly, a forklift operator can receive instructions about an order. Similarly, a forklift operator can receive instructions about an order to notify the management system. Delivery instructions are provided back to the operator on the mobile device, via RF.

Providing real-time updates of picking activity and order status enables the management system to continually calculate the most efficient pick and putaway routes and order assignments.

Each time stock is "picked", the transaction is recorded by the mobile device and sent to the host. When stock reaches preset minimum levels, the system can alert a supervisor or automatically generate a stock replenishment request.

When bulk stock reaches order level, a purchase order is automatically created and an order placed. Reordering is instantaneous and inventory stocks can be kept low.

Manufacturing Applications

In manufacturing, RF can help automate the production, maintenance and repair processes. Typical medium and large manufacturers must stock, control and ensure the availability of thousands of items, from raw materials through finished products. Production of those items must be carefully coordinated so the company can meet order commitments and productivity goals.

Adding RF technology to a manufacturing tracking system ensures up -to-date information is available to operators, keeping production interruptions to a minimum. RF speeds ordering and guarantees replenishment quickly, resulting in faster moving product as well.

And real-time verification in the production process can reduce labor and expenses by preventing errors and costly rework.

Quality Control

The prompt RF communications increase the efficiency of quality control processes. When a problem arises that needs quick resolution, such as a bad batch of materials reaching the assembly line, instant messages can be sent to all workers on the line. In turn, worker questions can be answered and reports taken immediately.

Labor/Human Resources Management

Managers always know where their staff is and what they are doing with an RF system. This allows them to make quick adjustments when necessary. For example, if one worker stops to handle a problem, another can be reassigned to continue filling an order that needs to ship. Job costing and payroll are streamlined and more efficient because all data entered into the mobile device is time -stamped and tracked within the host system.

Port Applications

Costly, inaccurate and time -consuming paper -based administrative procedures associated with port operations can be replaced with automated, paperless RF -based material and container handling:

- Loading and unloading schedules can be planned and confirmed before a vessel docks.
- Container disposition is available in real -time, so extraneous workers, containers, or equipment is eliminated.
- Operators use RF devices to schedule combined cargo drop -offs and pickups.
- Wireless network messages can be routed automatically to vehicle operators about changed priorities, schedules, load transfers, or destinations.
- Handling time is reduced with real -time systems.
- Container and equipment service records can be automatically updated.
- Managers can remotely issue repair schedules to devices as necessary.

Symbol Solutions: WiFi Infrastructure Management

Symbol's Enterprise Mobility Services provide comprehensive support and technical expertise for designing, deploying and maintaining successful mobility solutions. With a full suite of products --from wireless switches, access points and wireless handheld devices to the Mobility Services Platform (Symbol's network management system) -- Symbol's diverse service offerings enhance enterprise business operations, providing you with value and uptime throughout the entire lifecycle of your mobility solution.

Our Mobility Services give enterprise customers access to Symbol's expertise in designing and deploying global mobility solutions. The following products are included in Symbol's Enterprise Mobility Services product suite:

- **WS5100 and WS2000** -Symbol Wireless Switches provide integrated wired and wireless networking solutions, offering enterprise class security (802.11i, site -to-site IPSec VPN), public/private network segmentation and 802.11a/b/g support.
- **AP300** -Symbol's Access Ports represents the evolution of the access point from a difficult to scale network node to a simple RF media access device for the wireless switch with true "plug-and-play" (zero configuration) that is operational right out -of-the-box. The AP300 Access Port delivers robust and feature rich IEEE 802.11a/b/g connectivity.
- **MSP** -Symbol's Mobility Services Platform (MSP) is a scalable hardware and software enterprise management solution, providing a single point of visibility into -- and control over-- the mobile enterprise. With MSP, customers can rapidly deploy new mobile devices, upgrade existing devices, monitor health and performance, and quickly isolate and troubleshoot faults.
- **MC50/MC3000/MC9000** -Symbol's small lightweight wireless PDA -style appliances support numerous data and voice enterprise -level communication applications.
- **MK1000/MK2000** -Symbol's retail microkiosk merchandising tools provide automated customer self -service for bar code pricing lookups while improving customer satisfaction via quick and easy usability.

Lower Total Cost of Ownership--Outstanding Investment Protection

Symbol's wireless portfolio removes the overhead and complexity of first -generation access point -based wireless LANs, delivering a wireless network that is less expensive to implement and manage. The extensive functionality, expandability, and centralized management eliminate the time and management costs associated with access point -based solutions, providing a lower total cost of ownership. And the flexibility to support the standards of today and tomorrow as well as the legacy wireless networks of yesterday provides outstanding investment protection.

Services and Support

Symbol Enterprise Mobility Services provide access to the deepest, richest technical expertise for mobility solutions. Symbol is equipped to deliver the level of repair service that is required for your mission critical solutions. Through a flexible and relevant service portfolio, we provide the comprehensive support capabilities needed to keep this technology accessible and meaningful.

Customer Services ensure that your infrastructure is running efficiently and that their systems and solutions are running optimally. Symbol Enterprise Mobility Services delivers the knowledge and expertise to help you create new advantage through end -to-end mobility solutions.

Call to Action

For more information, contact Symbol at +1.800.722.6234 or +1.631.738.2400, or visit us on the web at: www.symbol.com or contact your local Symbol Sales Representative.

Summary

Symbol's wireless LAN solutions deliver an all encompassing SMART value proposition, enabling:

- › Security and Scalability
- › Manageability
- › Availability
- › Reliability
- › TCO Savings

About Symbol Technologies

Symbol Technologies, Inc., The Enterprise Mobility Company™, is a recognized worldwide leader in enterprise mobility, delivering products and solutions that capture, move and manage information in real time to and from the point of business activity. Symbol enterprise mobility solutions integrate advanced data capture products, radio frequency identification technology, mobile computing platforms, wireless infrastructure, mobility software and world-class services programs. Symbol enterprise mobility products and solutions are proven to increase workforce productivity, reduce operating costs, drive operational efficiencies and realize competitive advantages for the world's leading companies.

For press information:**Symbol Technologies, Inc.**

Erin Farrell: farreler@symbol.com

+1.631.738.4068

Bill Abelson: abelsonb@symbol.com

+1.631.738.4751

Patricia Hall: hallp@symbol.com

+1.631.738.5636

Joey Marquart: joey.marquart@edelman.com

212-704-8133

Elizabeth Blicharz: elizabeth.blicharz@edelman.com

212.704.4484

Symbol Technologies Europe, Middle East, Africa:

Helen Rigby: helen.rigby@symbol.com

+44 118 945 7527

Symbol Technologies Asia Pacific:

Tze Hui Low: Lowt@symbol.com

+65 6796 9621

For financial information:**Symbol Technologies, Inc.**

Erin Farrell-Talbot

+1.631.738.4068

Lori Chaitman: chaitmal@symbol.com

631.738.5050

For industry analyst information:**Symbol Technologies, Inc.**

Shirley Schroedl: schroeds@symbol.com

631.738.4388