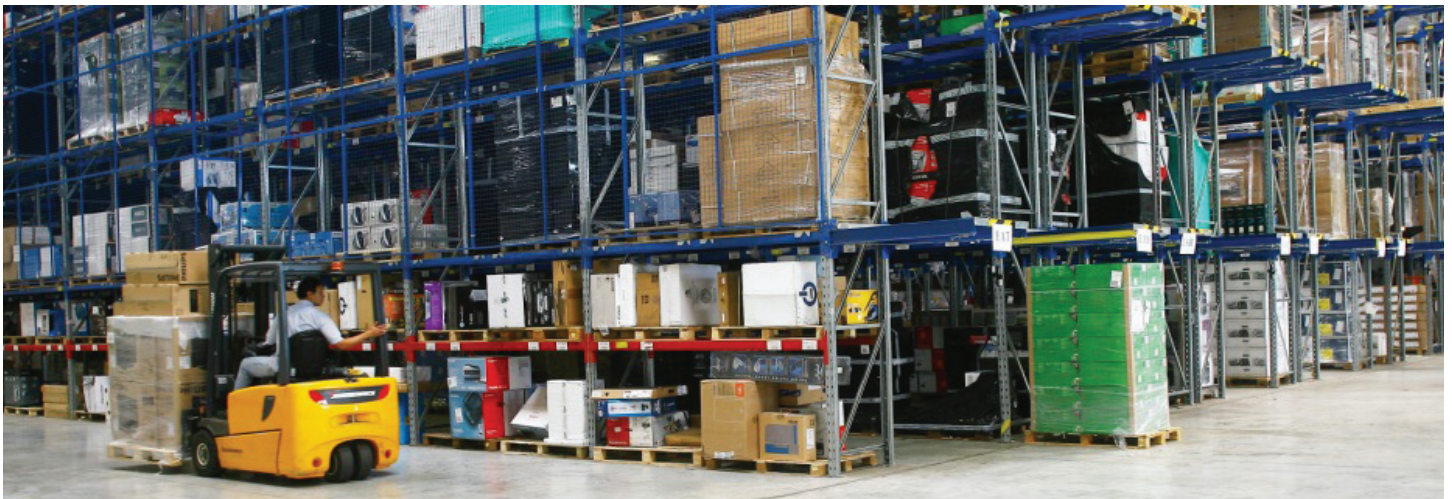


## CASE STUDY

WIRELESS NETWORKS AND MOTOROLA SCANNERS DELIVER IMPROVED PRODUCTIVITY AND EFFICIENCY WHILE REDUCING COSTS



# WIRELESS NETWORKS AND MOTOROLA SCANNERS DELIVER IMPROVED PRODUCTIVITY AND EFFICIENCY WHILE REDUCING COSTS AT CDISCOUNT.COM'S LOGISTIC CENTRES



## CDISCOUNT.COM

Pioneers in the online shopping market, Cdiscount.com is part of the Casino group and the market leader in internet distribution in France. Specialising in leisure products and equipment, Cdiscount.com aims to offer the best prices on all products and a quality service based on a strong integrated supply chain from their 100,000m<sup>2</sup> warehousing facility. With a pre-tax turnover of one thousand million euros in 2009, Cdiscount.com stocks 100,000 products, has 850 staff, more than 8.5 million customers (1 out of 3 internet buyers in France) and processes on average 30,000 orders every day.

## THE CHALLENGE

Cdiscount previously had an 11Mbps wireless infrastructure with a large fleet of handheld scanners spread across seven warehouses. Problems stemmed from the fact that, without a centralised management tool, it was necessary to visit each warehouse to program the terminals. Also, the company's ERP Générrix system was evolving to add new functions and alongside developments to its intranet, this created the need to move to PDAs offering improved performance and response times.

## CUSTOMER PROFILE

### Company

- Cdiscount.com
- Cestas, Bordeaux, France

### Industry

- E-commerce

### Motorola Products

- RFS7000 - 1 RFS7000 (RFS-7010-10030-WR+RFS-7010-UC-16-WR) and 1 RFS-7010-100R0-WR
- RFMS
- 276 MC3090 scanners with handle
- 7 WT4090 with RS507
- 250 Symbol LS2208 USB
- 60 Symbol LS3578

### Partner

Infos France

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**According to Cdiscount the Motorola solution has greatly improved the operation of its access points and afforded a better visibility of its wireless networks. This improvement has, in turn, had a very positive impact on the productivity of the warehouse team, when selecting and storing products and running inventories.**

## THE SOLUTION

With the acquisition of a new 100,000m<sup>2</sup> logistics centre Cdiscount.com chose to invest in a centrally administered mobile computing system, with a few number of wireless access points. The warehouse had been using 90% Motorola/Symbol scanners, and elected to continue to use Motorola equipment due to the value of the Motorola offer and its comprehensive range of products and services. This includes the network infrastructure, the handheld scanners (selected for their lightness and high resolution 320x320 screens), and the maintenance contract put in place for all the products. As part of its ongoing customer care, Infos France are always on hand for assistance, offering Cdiscount.com regular network audits, keeping them up to date with the latest Motorola products and renting handheld scanners to them to compliment their current stock when they are running intensive inventories. In the future Cdiscount may look at further developments, for example integrating voice recognition with the handheld scanners.

## THE BUSINESS VALUE

The investment in the infrastructure has been quickly returned to the business and has helped Cdiscount achieve its commercial objectives in the areas of quality of service and order efficiency, by improving preparation times and optimizing logistics performance.

### Infos France

Specialist in identification technologies (bar codes, RFID, voice recognition) Infos France offers a complete range of turnkey solutions, from hardware and software selection, to full on site deployment.



### Application(s)

- Product selection and storage, inventory

### Benefits

- Improved productivity
- Seamless integration due to the exclusive use of Motorola products
- Reduced costs
- Tangible advantages from improved scanning when selecting products and when running full inventories
- Improved quality of connection for users
- A network administration time-saving of approximately 30 days per employee per year
- Products suitable for all the warehouse staff and fork-lift truck operators
- Improved real time tracking of products
- Faster delivery time and increase of deliveries

For more information on how Motorola Solutions can help you enhance the productivity, efficiency and performance of your warehouse operations and reduce costs, please visit us on the web at [www.motorolasolutions.com](http://www.motorolasolutions.com) or access our global contact directory at [www.motorola.com/enterprisemobility/contactus](http://www.motorola.com/enterprisemobility/contactus)

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