



#### SUMMARY

##### Industry

Retailer in APAC

##### Challenges

Customer wishes to deploy end to end tracking of their goods from the factory to the distribution centre to the stores.

##### Solution

- Zebra RFID Products
- Customised Software

##### Results

- Better stock tracking & visibility
- Increasing inventory accuracy
- Reducing out-of-stock

# Retail Customer Implements RFID Solutions with Zebra's Professional Services Team

## User Profile

The customer is a retail company which sells a wide variety of household and consumer goods.

## Challenges

With plans to deploy end to end tracking of their goods from the factory, to the distribution centre and to the store using passive RFID, the customer has ambitious plans.

- Expansion of global operations resulted in very complex supply chain management.
- Increasing cost and resources during receiving & shipping inspection at DC.
- Loss of products from factories to store is high.

## Solution

The geographic scale of this project meant that the customer needed a partner who has the coverage, as well as the expertise in RFID, to deploy a RFID system at the factories to support their overall project.

As a global company, Zebra Professional Services was well-positioned to take on this scope. With our broad competencies and expertise in RFID, we were able to quickly step up and propose a solution to address the reading and registering of RFID tagged finished goods at the factories. This includes the custom development of the scanning infrastructure (using Zebra's RFID products), software development to interface with their main RFID platform, as well as the deployment plan across the distributed factories in scope.

## Results of RFID Solution Implementation

This is a key part of the project as the factories are the starting point for the entire traceability chain, without which, the customer's entire project would fall short of their business objectives. Zebra's Professional Services was ready to step-up and address the gap, with a customer first mentality, to support the success of the customer's project.

As the factories were 3rd party factories, Zebra Professional Services collaborated closely with the customer in selling the customer's RFID project ambition to them, as their active cooperation and participation was crucial. This included site studies at some factories to understand system infrastructure design requirements, factory briefings and system demonstrations, factory deployment planning and project management.

With Zebra's experts working closely with the customer and their partner, the system was successfully developed and tested to the customer's satisfaction, and we continue to support them as they continue to roll-out RFID to other product ranges.

