ZEBRA

Retailer Improves The Efficiency And Accuracy Of Its Stocktaking

ABOUT KPN RETAIL

KPN is the leading telecoms and IT services provider in the Netherlands, offering wired and wireless telephony, internet and TV to consumers, and complete telecommunications and IT solutions to business customers. For consumers, KPN Retail offers three brands: KPN, Hi and Telfort. KPN Retail has over 280 shops throughout the Netherlands.

Challenge

For six years, KPN Retail had been using handheld scanners from Zebra Technologies, in combination with Actemium software, to automate stocktaking. When a member of staff scanned the barcodes of incoming phones with a Zebra handheld scanner, the data was transferred wirelessly to an intermediate database and then to the firm's SAP database. Four times a year each shop used the scanners to carry out a full inventory check. This solution, which replaced a manual process, had significantly reduced the stock discrepancies in each store.

With the Zebra scanners due to be replaced as part of the refresh cycle, KPN Retail invested in a new solution. This had to be SAP-certified, and offer a fast-track swap service so that downtime was minimized if devices had a fault. KPN Retail also wanted to improve security, so the scanners had to include 2D scanning functionality, enabling them to scan the unique IMEI number inside each phone.

SUMMARY

kpn

Customer
KPN Retail, the Netherlands

ACTEMIUM

Partner
Actemium

Industry
Retail

Challenge
KPN Retail sought to update its automated stocktaking process with the latest hardware from Zebra Technologies

Solution
- Zebra MC2090 handheld mobile terminals

Results
- Quicker stocktaking allowing staff more time serving customers
- Real-time data is sent to the SAP database, so an accurate view of stock in store is always available
- When KPN Retail implements 2D barcode scanning, it will be able to keep track of individual phones and put a block on any that are missing
- Faulty terminals are replaced the next business day

Solution

From a shortlist of four suppliers, KPN Retail chose Zebra Technologies partner Actemium to deploy the new system. Actemium had provided excellent service as the incumbent Partner in Business, and, with Zebra, was able to offer a complete one-stop shop solution, including responsive service and support.

The new solution included an upgrade to Actemium's existing RFgen data collection software. For the scanners – which connect barcode data with the back office SAP system – the Zebra MC2090 was chosen. They are ideal for use in-store: they are easy to use, are rugged to survive knocks and drops, include Bluetooth™ for wire-free scanning, and have a long battery life. They also have an ergonomic pistol grip, and include omnidirectional scanning so that it's fast and comfortable to scan large numbers of barcodes. The assistants use the Zebra MC2090s to scan the barcodes on the boxes of new phones, or the phones in the shop. This data is then seamlessly relayed to the SAP database.

Results

KPN Retail now has a smooth, efficient and speedy system for recording and checking stock. Received product is quickly logged by stores and any exceptions immediately flagged to the logistics teams. With the omnidirectional scanning the user does not need to line up the scanner directly over the barcode, while an audible bleep means they do not need to look at the screen when scanning. These features speed up stock accounting so phones can be sold soon after arrival and ensure that staff spend less time scanning and more time serving customers.

Because the new scanners can carry out 2D barcode scanning, KPN Retail plans to introduce a process to scan the unique IMEI number on each phone. The data will be stored and cross-referenced, so that if a phone is lost or stolen from a store, a block can be put on it instantly.

The Zebra scanners are very important to the running of the retail stores. With this in mind, KPN Retail has a service contract in place with Actemium. This provides a next business day swap for the rugged scanners that provide KPN Retail with the reliable system it needs to perform stocktaking day in, day out. This high-availability service also avoided the need to install two scanners in each shop, creating a saving of 50% on the number of scanners purchased.

> "We're very happy with the solution. When it comes to finding suppliers, I'm looking for partners who can anticipate my needs and work with me to come up with the right solutions. Actemium and Zebra Technologies have developed an affordable stocktaking solution that meets the needs of my business perfectly."
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> **Sjak von Drunen, manager ICT operations & projects, KPN Retail**

FOR MORE INFORMATION, PLEASE VISIT WWW.ZEBRA.COM

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