

Datalogic ADC's Memor Mobile Computer Improves the Service Pipeline at Wildkamp - Datalogic

We offer innovative solutions for many industrial sectors, from manufacturing, retail, healthcare and transportation logistics.

Wildkamp started selling PVC pipes in the Netherlands 40 years ago. Over the years, the company has become a specialist in the production of pipes, tubes and all related products. Customers can also get support and advice for projects in which the creation of tubes, pipes and pavement play a role. This service requires a high level of knowledge and skill on the part of the company's employees, especially when one considers that the company houses an assortment of 50,000 articles in the distribution center in Coevorden with an average of 7000 articles in each of the more than 40 branches.

Wildkamp had never used an automated system for controlling stock in the past, but with volumes increasing continuously, it decided it was time to turn to automation. Head of ICT, Albert Smit, and Head of Facility Affairs, Gerard Nijlant, indicated, "offering the best service possible to our customers is paramount. That means that employees must accompany the customer to find the desired articles 70% to 80% of the time. Because we have such a huge stock including many small items, which cannot be supplied with a barcode, many had to be manually processed or the cashier had to search for the barcode at the checkout when the customer collected the articles. This was obviously a time-consuming operation, no matter how experienced our employees were. We wanted to automate this part of the operation in order to benefit the regular customers in terms of service and time efficiency." Datalogic's partner, CaptureTech offered Wildkamp the Memor™ mobile computer. Durable, versatile and with a good price/quality ratio, the Memor™ product provided the perfect solution for Wildkamp's needs.

The Wildkamp branches now use 120 Memor mobile computers for picking operations to the satisfaction of both employees and customers.

The Memor mobile computer, in combination with the software from CaptureTech, meets all the company's requirements. It is easy to use, fast and reliable. Employees and regular customers use the Memor mobile computer to select the items they would like to purchase. The scanned information is then downloaded via a cradle to the checkout counter and the transaction is closed. The Memor has increased time efficiency almost two-fold, allowing the employees to dedicate more time to the customers. Wildkamp is so pleased with the Memor mobile computer that it has already made plans to expand its use to other areas. "We now only use a fraction of the possibilities that the Memor solution offers, but this will change soon. Stock inventory in the stores will probably be our next step," declared Nijlant.

Customer: Wildkamp B.V.

Industry: Retail/Specialty Retail

Application: Warehousing/Picking and Staging

Country: The Netherlands

Datalogic Solution: Retail In-Store & Warehousing

Datalogic Product: Memor™

Datalogic Partner: CaptureTech