Adopting Enterprise Mobility in the Supply Chain

How to Go from Paper to Barcode Scanner to Tablet with Mobile Apps

RFgen
DISCOVER THE POWER OF FLEXIBILITY

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Executive Summary

Across every industry, operations and IT executives are exploring the potential to leverage new mobile technologies to replace costly, ineffective paper-based and manual processes. Some of these legacy processes were difficult to automate in the past because they take place outside of the traditional four walls of the warehouse or manufacturing plant and away from corporate offices.

With new enterprise mobility solutions now available, companies can extend the reach of enterprise systems into the field.

With new enterprise mobility solutions now available, companies can extend the reach of enterprise systems into the field. Using handheld computers such as barcode scanners, smartphones and tablets, remote employees can access critical information and update enterprise systems as they work for greater visibility into operations across the organization.

Transitioning paper-based and manual processes to handheld scanners and tablets improves data accuracy, customer service and employee productivity. However, mobility also introduces new complexities, such as the needs to ensure device security, store data on devices during connectivity interruptions, support multiple device types, and create a policy about personal devices at work.

Companies can address these challenges and take full advantage of mobility by deploying a Mobile Enterprise Application Platform (MEAP). We'll learn more about these systems and the devices they support in a moment.

If you're exploring how your company might benefit from enterprise mobility within the four walls of the warehouse or outside, read this guide to find out:

- The key benefits of mobile enterprise data collection with tablets or scanners.
- What is a MEAP and how can you tell if you need one.
- How tablets and scanners may improve your internal operations.
- What can mobility help you achieve outside the four walls.
- Five important considerations about a bring-your-own-device (BYOD) policy.
- How can you evaluate MEAPs to ensure you get the right fit for your organization.

Get Past Paperwork with Scanners, Voice and Tablets

In most organizations, the goal to become paperless has not been realized. In many cases, that was because some business processes just didn't translate well to sitting at a computer terminal inputting data. Employees in warehouses, in manufacturing plants and out in the field are constantly on the move and it was easier to bring along a clipboard than a computer!

Continue eliminating paperwork in your operations by replacing difficult to automate manual processes with reliable mobile applications that integrate with your enterprise systems, including ERP. Now, with smaller, easier-to-use mobile computing devices, organizations can finally achieve the full range of benefits that fully automated data collection can offer, including:

- Improved data accuracy.
- Greater visibility into operations—including field operations.
- Better employee utilization and productivity.
- Greater process efficiency.
- Higher customer and employee satisfaction.
- A better return on investment for enterprise technology.

Moving from a paper-based process to an automated process using mobile scanners or tablets will result in significant gains in accuracy and efficiency. Voice-enabling your warehouse operations can further improve productivity by an additional 25%.

Moving from a paper-based process to an automated process using mobile scanners or tablets will result in these significant gains in accuracy and efficiency. Going a step further by voice-enabling your warehouse operations can improve productivity by an additional 25%.

What is MEAP?

A Mobile Enterprise Application Platform (MEAP), also referred to by some as a Mobile Application Development Platform (MADP), is a mobility solution based on flexible, open standards that easily integrates, optimizes and enhances your existing enterprise IT infrastructure and assets. Remote access to your enterprise data allows your employees to conduct business activities on a variety of mobile devices, increasing productivity and profitability.

Deploying a MEAP is a long-term approach to mobility that can help your company deal with the complexities of supporting multiple mobile applications. When you develop mobile applications with a MEAP, you don't have to maintain many separate sets of code in order to deliver applications to many different devices and operating systems.

A MEAP can help your company:

- Leverage the same mobile applications across a variety of devices without having to employ different specialized developers for each device operating system.
- Optimize employee productivity with enterprise systems by extending them to mobile devices.
- Centrally manage all of your organization's mobile applications.

The adoption of MEAPs is growing quickly in many industries. TechNavio™ analysts predicted that "the Global Mobile Enterprise Application Platform market will reach $1.6 billion in 2014."[1] According to MGI Research, 40% of Fortune 1000 companies will deploy a MEAP by 2014.[2]

[1] "Global Mobile Enterprise Applications Platforms (MEAPS) 2010-2014," TechNavio, abstract, March 24, 2011.
[2] "Mobile Enterprise Application Platforms: A Buyer's Guide Summary," MGI Research, February 14, 2012.

Assess Your Need for a MEAP with Gartner's Rule of Three

How can you tell if your company needs a MEAP? Will it bring cost savings and strategic advantage to your mobility plans, or is it something only the largest enterprises should consider? Analysts from Gartner have provided a simple rule of thumb to use when assessing the need for a MEAP. The Gartner "Rule of Three" suggests that companies should consider using a common mobility platform if they will need to:

1. Support three or more mobile applications
2. Support three or more mobile operating systems (OS)
3. Integrate with at least three back-end data sources

The RFgen Mobility Solution

RFgen Software designs, implements and deploys mobile and wireless software and open source supply chain solutions for automated data collection. The RFgen Mobility Solution provides a platform for developing mobile applications that can run on multiple operating systems, including Android™, Apple® iOS™ and Windows Mobile®.

RFgen seamlessly connects to your existing ERP environment and provides mobile operations generated from your ERP system and transmitted wirelessly to any mobile computing device. The RFgen solution is composed of two parts: the RFgen runtime environment (server) and the RFgen mobile development studio.

- The RFgen server is the solution component that handles all system integration, security, communications, scalability, and cross-platform support. The RFgen server manages data from the back-end system to the mobile device and back.

- The RFgen mobile development studio is a complete application development environment that allows you to create and adjust a mobile solution to meet your specific requirements for mobile data collection.

RFgen seamlessly connects to your existing ERP environment and provides mobile operations generated from your ERP system and transmitted wirelessly to any mobile computing device.

Opportunities for Mobility within the Four Walls of the Warehouse

Most companies have begun to adopt mobility inside the four walls of the warehouse or the manufacturing shop floor in order to increase operational efficiency, reduce fulfillment and production costs and improve real-time visibility for managers. Operational areas that are ripe for productivity gains through enterprise mobility include:

- Manufacturing and Work Orders
- Inventory Management
- Receiving and Put Away
- Picking, Packing and Shipping

These environments require the right type of mobile devices—often ruggedized laptops or tablets, handheld barcode scanners or voice-enabled headsets. The 2013 Motorola Warehouse Vision survey found that warehouse managers plan to increase the use of voice- and screen-directed picking on mobile devices by 142% in the next five years.[3] Fully 70% intend to automate more warehouse processes and 66% will provide employees with new technology.[4]

RFgen Mobility Solutions enable organizations to optimize warehouse and manufacturing data collection.

Fast, Reliable Wireless Data Collection with RFgen

Inside the four walls, the RFgen Mobility Solution excels at providing real-time, wireless connectivity to many different systems. RFgen supports mobile data collection in numerous operations, like:

- Inventory
- Receiving
- Shipping
- Manufacturing
- Quality Assurance
- Time and Attendance

[3] "Warehouse Technology Investments on the Rise," Supply & Demand Chain Executive, August 27, 2013.
[4] Mike Wills, "Growing Economies Inside and Outside Organizations with Efficient Manufacturing," Motorola blog, October 15, 2013.

Enterprise Mobility Case Study

Company: Madix
Headquarters: Terrell, Texas
Products: Retail display systems for retail stores

Challenge: Madix manufactures retail display systems for all types of retailers. The company has over 2.4 million square feet of manufacturing space and more than 600 employees using RFgen. In order to improve operational efficiency, the company needed a solution that would enable employees to update inventory information in real-time from anywhere within three manufacturing facilities. Prior to using RFgen, the company managed inventory transactions using paper tickets filled out by machine operators and a manual, magnetic board called the "dog track" operated by the Shop Floor Controller.

Solution: RFgen Mobile Foundations for SAP

Results: Soon after implementing RFgen to improve inventory accuracy, it became evident that the solution could help Madix drive much greater efficiencies. Managers in the production facilities wanted status information for individual employees and jobs. Upper management requested real-time insight into operations as well.

Key information about every manufacturing job is captured using RFgen and leveraged so that employees and managers can benefit from a real-time production environment. Now all of the information that used to be on the dog track can be seen in live snap shots displayed on monitors located on the manufacturing floor in each department.

Using RFgen, Madix has:

- Identified material depletions sooner, so inventory managers could restock before production was impacted.
- Reduced human error and increased accuracy by changing paperwork into a paperless barcode scanning process.
- Achieved greater visibility into employee utilization, production times and inventory levels.
- Extended operations visibility to key executives on tablets.

"Today, management and support is informed about any activity in any plant across the organization whether in the office, on the shop floor or at home."

~ David Kelly
Business Analyst

Beyond the Four Walls: Mobility Throughout the Supply Chain

Using a MEAP as your development platform, you can deliver full-featured mobile applications with a rich user experience. Employees in the field can have all of the information and access they need with a well-designed mobile application and carefully selected mobile devices. From barcode scanners to ruggedized handheld computers and tablets, workers in the field can capture data more easily and provide management with greater visibility into remote operations.

The following list includes just some of the potential capabilities that mobile applications could provide your company beyond the four walls of your warehouse:

Field Service

- Receive updated schedules
- Check inventory and reorder parts
- Update customer data and service request
- Obtain signatures from customers
- Submit time, materials, labor and expenses

Field Sales

- Create and sign contracts and orders
- Check warehouse inventory
- Review and update customer information
- Place orders
- Check order status

Route Sales

- Plan efficient sales routes
- Manage inventory on the truck
- Review and update customer information
- Track the truck for management

Enterprise Asset Management

- Conduct physical fixed asset inventory
- Check in/check out assets to prevent theft and loss
- Record transfers between business locations

Remote Warehouses

- Check in/check out for equipment
- Receive new inventory and put away
- Pick and send out inventory

Oil Fields, Rigs and Mines

- Collect and store operational data
- Transmit to the ERP when connectivity is reestablished

Logistics

- Plan delivery routes
- Track the truck for management
- Record deliveries
- Collect digital signature

RFgen Outside the Four Walls

Use RFgen to connect your ERP systems to an unlimited number of mobile applications and devices, even where there is limited wireless or cellular coverage. By storing critical information at the mobile and handheld device level, RFgen can establish connectivity and pass information to your ERP system whenever the devices return to wireless or cellular range. This capability enables you to leverage mobile data collection in:

- Field service operations
- Direct store deliveries
- Transportation and logistics
- Sales force automation
- Route accounting
- Enterprise Asset Management
- Plants or warehouses in remote geographic locations
- Off-shore or underground locations (shipping, mining, oil and gas)
- Places where safety concerns prohibit cellular networks (e.g. hospitals, hazardous materials, etc.)

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Enterprise Mobility Case Study

Company: Chateau Ste. Michelle Winery
Headquarters: Woodinville, Washington
Products: Wine

Challenge: Chateau Ste. Michelle is the largest wine producer in Washington State and the largest producer of Riesling wine in the world.[5] The winery runs a production process featuring multiple bottling lines, a large warehouse with complicated picking and shipping processes and multiple wine cellars for aging and storing wine in barrels. Many of these processes relied too heavily on manual recording of information, and the winery sought to automate the processes for better efficiency.

Solution: RFgen Mobile Foundations for Oracle's JD Edwards World

Results: Chateau Ste. Michelle chose RFgen's mobile data collection software solution to eliminate manual recording and improve the overall efficiency, accuracy and timeliness of their bottling production, picking and shipping processes. The winery uses RFgen to capture and store information about barrels of wine in the cellars.

Workers needed to be able to track barrels anywhere in the wineries facilities, and WiFi is not available in all of the wine cellars. With RFgen, workers can now use mobile devices to capture barrel information such as the barrel ID, work order and date of manufacture from anywhere a barrel is located—including in the cellars. The information is stored locally on the mobile device until the workers are within range of WiFi; then, that data is synchronized with the RFgen server and used for traceability purposes.

RFgen has enabled Chateau Ste. Michelle to:

- Gain real-time visibility into the state of their warehouse and production facilities.
- Capture and store information about every barrel of wine on mobile devices, even when there is no connectivity in the cellar.
- Streamline outbound orders process by eliminating the majority of paperwork and manual picking and shipping processes.
- Automatically synchronize information from mobile devices to RFgen and JD Edwards whenever WiFi connectivity is reestablished with a device.

"The RFgen solution gives us a lot of quality information wherever we need it, like a real-time inventory count or product location. We have the confidence to say how much we need to order and what's in our ware-house. The huge benefit RFgen has given us is the ability to increase production with the same amount of resources without having to hire more people. That's the real payoff."

~ Michael Dever
Applications Manager

[5] Mike Veseth, "The Forbes Interview: Wineries that 'Get It'," Wine Economist.com, July 12, 2011.

To BYOD or Not to BYOD—Five Considerations

More and more employees want to use their own personal mobile devices for work. This growing trend has many businesses working to develop "bring your own device" (BYOD) strategies, policies and implementation plans. A MEAP may be a cost-effective alternative to purchasing and maintaining multiple point systems to support an enterprise BYOD environment.

BYOD may save your company money and empower your employees to use the familiar mobile devices they prefer. But there are also security risks and development/support challenges inherent in a BYOD strategy. Before adopting a BYOD policy, review the big picture—is there a compelling benefit to your company?

In a survey by Field Technologies, companies that adopted BYOD did so mainly to empower their employees (62%) and secondarily, to reduce costs (29%). However, 73% of responding companies decided NOT to implement a BYOD strategy at all.[6] Those that passed on BYOD cited these primary concerns:

1. Security issues
2. Strain on IT resources
3. Loss of control over devices and data
4. Inability to develop BYOD policy
5. Employees using devices for personal reasons during work

Consider these factors to help determine if BYOD (and consumer-grade devices) will fit your organizational needs:

1. **Network and Data Security.** BYOD increases the chance of problems with data and network security. When employees bring their own devices to work, they also take them home again. They load their own selection of personal applications onto the device. They might browse unsafe internet sites or receive emails with viruses. What happens when an employee is laid off or quits? How will any company data stored on the personal device be removed to keep it from walking off to your competitor?
2. **Environmental Factors.** Your employees' personal devices probably weren't built to stand up to real-world supply chain conditions, including dust and debris on the shop floor, frigid temperatures in frozen storage, outdoor weather conditions, and a high potential for frequent dropping in the field. If the device breaks on the job, will the company replace it? Will break downs of consumer-grade tablets cause interruptions or slowdowns in operations?

[6] Sarah Howland, editor-in-chief, "Field Mobility 2013: How the Latest Technology and Trends Are Transforming the Mobile Workforce," *Field Technologies* special edition, 2013.

You may prefer to match an appropriate mobile device to each working environment, employing consumer-grade tablets in corporate offices, but stepping up to semi-rugged or rugged tablets and handheld computers in the warehouse and the field.

David Krebs of VDC Research cautions companies to look beyond the lower adoption costs that consumer tablets may offer and examine the environment for the tablets' use carefully. He noted that "for applications that are deemed mission- or business-critical, uptime is of absolute importance. The "soft" costs associated with device failure can easily cancel the upfront deployment cost savings non- rugged devices presents."[7]

3. **Employee Privacy.** While many employees would like to use their favorite personal device at work, they will still be sensitive to how much access the company has to the private, personal information stored on that device. After all, if the company didn't pay for the tablet, most employees would feel it doesn't have rights to personal information. Do you agree?
4. **Loss or Theft of Devices.** The loss or theft of an employee-owned device is inevitable. If it has been connected to the corporate network, you'll need to be certain that enterprise data isn't compromised. One solution is to require that employees allow a remote wipe and lock software to be installed on the device (some devices come with it pre-installed). You can also design your mobile applications to ensure that employees cannot download and store sensitive data. Virtualization with a thin client can enable employees to view and display data, but not store it.[8]
5. **Support and Management.** If you allow BYOD, will you allow every type of tablet and smartphone, or only certain platforms? You must be able to support all of the devices so that they function well in your company environment without altering their usability for personal purposes. Can you deliver patches and updates to employee-owned devices as easily as corporate-owned devices? How will you detect and manage new devices entering the environment?

[7] David Krebs, "Mobility Solutions: A Field Service Change Agent", *Field Mobility 2013 Analyst Outlook*.
[8] Terry Costlow, "Industry Interrupted: Tablets and Smart Phones Poised to Make a Big Impact," Automation World, November 6, 2012.

Enterprise Mobility Case Study

Company: Antea Group
U.S. Headquarters: St. Paul, Minnesota
Products: Environmental Management Consulting Services

Challenge: Antea®Group is an international engineering and environmental consulting firm with over 100 offices on six continents. One of its clients, a state environmental regulatory agency, uses Antea Group to collect drinking water samples from local public water systems. Just twenty field samplers gather up to 60,000 water samples each year, across a vast state with a harsh climate. Antea Group used an entirely paper-based system for sample collection. It was estimated the state's laboratory rejected about one percent of Antea Group's water samples due to missing data or transcription errors.

Solution: RFgen Mobile Data Collection Solution

Results: With RFgen deployed on their tablets, samplers in the field select a location and receive a list of available samples. They collect samples, noting the time and other measurements. When sampling is finished, the sampler gets a signature from a representative of the water system on the tablet and prints a receipt on a portable printer. Depending on whether the sampler is within WiFi range, RFgen transmits the sample data to the central office database or stores the information on the tablet to be uploaded to the database later.

The results have exceeded all expectations. On the first day, 400 samples instantly uploaded into the central office database without the need for manual data entry. In the first full month of deployment, Antea Group reduced its sample rejection rate by over 95%!

Using RFgen on tablets has enabled Antea Group to:

- Track the chain of custody of water samples from collection to delivery at the lab.
- Collect signatures and provide printed receipts for samples onsite.
- Eliminate two weeks per month of data entry.
- Reduce paperwork errors and lower the number of samples rejected by the lab.
- Reduce cost and advance the firm's green initiatives.

"[With RFgen] there has been incredible time savings. For the data manager who had been doing the data entry, it was all done...That just shaved off two weeks of that person's time each month."

~ Patrick Marty
Project Manager

Key Evaluation Criteria for a MEAP

Once you've decided to use a MEAP, or MADP, in your mobility strategy, it's time to evaluate and select the right one for deployment in your organization. According to MGI Research, "Speed of development, time-to-market, quality, scalability and total cost of ownership for mobile apps drive these initiatives... The value of most MEAPs will stem from support for various mobile architectures, ability to tightly integrate with existing enterprise applications and provide a complete and disciplined application lifecycle environment for mobile apps." [9]

Some evaluation criteria are obvious, for example, you'll only want to consider MEAPs that would integrate with your ERP system. In this section, we'll give you some more capabilities to think about when you develop your specifications for MEAP evaluation—though this is not an exhaustive list.

- **You should be able to use the mobile devices you prefer.** The right MEAP will be designed to help you develop applications that can run on many different devices, including different brands of barcode scanners, and both Apple iOS and Android powered smart phones and tablets. But don't limit your thinking to only tablets, laptops and scanners. Your MEAP should also be able to develop applications that integrate any other equipment you use, including voice data collection, carousels, pick-to-lights, lifts, RFID and other warehouse automation.

  Using the MEAP, your developers (or your MEAP vendor) should be able to build an application once and then quickly test it and deploy it on many different devices. Code changes and updates should only have to be made once and then pushed to all device types. This simplifies the development cycle and reduces the overall cost of your mobile strategy.

- **You must be able to easily manage, maintain, and securely deploy mobile data applications.** The purpose of a MEAP is to enable your organization to support multiple devices and applications without a huge IT staff. It does this by creating a sustainable platform for agile development, testing and modification of mobile applications. Your MEAP must also provide technology to "push" applications and updates out to devices.

- **It must be able to scale up for future mobility demand.** The MEAP you select must be scalable to grow with the increasing mobile needs of your organization—and this may go well beyond what your IT team envisions today. Writing about the growth of mobility, big data and cloud technology, IDC predicted that "by 2016, 80% of new IT investments will directly involve [Line of Business] executives, with LOBs the lead decision makers in half or more of those investments." [10]

[9] "Mobile Enterprise Application Platforms: A Buyer's Guide Summary," MGI Research, February 14, 2012.
[10] Frank Gens, "IDC Predictions 2013: Competing on the 3rd Platform," IDC, November 2012.

- **Integration to your ERP should be validated.** MEAP vendors that offer pre-built, validated integrations with your organization's ERP should have been subjected to rigorous testing by your ERP vendor. Your MEAP should provide a single integration point with your ERP environment.
- **Enterprise mobility requires enterprise-grade security.** You'll need a way to manage user security, including password strength and expiration, and group security capabilities to enable you to choose what applications and information go to different end-users. Business and application data should be encrypted on the mobile device, during transmission between a server and devices and during communication between servers. Depending on your corporate IT policies, you might require that your MEAP comply with LDAP standards.
- **You'll need flexibility to handle process automation scenarios.** Prebuilt transactions should be flexible enough to be easily customized, including reordering steps from the ERP to better match your business processes and to render more appropriately on the mobile device. You do not want the same screen used with your ERP on a desktop computer to simply shrink to fit a mobile device.
- **Mobile employees should be able to work both on and off-network.** Select a MEAP with high availability to accommodate times and places when cellular or mobile connectivity may not be available. In a 2013 survey, 75% of organizations deploying mobile field solutions had trouble with wireless connectivity in some locations.[11] Employees need to be able to keep working productively when their connection to the ERP is severed.

  Your mobile applications must be designed to allow continued collection and storage of data that is transmitted to corporate later when a connection is reestablished. Find out if the MEAPs you evaluate include integrated support for 24/7 high availability operations for remote and disconnected sites. Do they support true mobile and roaming—including GPRS, 3G and 4G—for field operations?
- **The global enterprise needs multi-language capability.** If your company does business in multiple countries, you will need to be able to localize text fields, date formats and currency delivered by your mobile applications, just as you do within enterprise systems. Remember, a MEAP is the centerpiece of a long-term mobility strategy, so if you don't operate internationally today, consider whether you might do so in the future.

In the warehouse, on the shop floor or out in the field, paperwork wastes time, slows operations and introduces errors into enterprise data. Select a MEAP with high availability to accommodate times and places when cellular or mobile connectivity may not be available.

[11] Sarah Howland, editor-in-chief, "Field Mobility 2013: How the Latest Technology and Trends Are Transforming the Mobile Workforce," *Field Technologies* special edition, 2013.

Conclusion

In the warehouse, on the shop floor or out in the field, paperwork wastes time, slows operations and introduces errors into enterprise data. Rapid improvements in both the form and functionality of mobile devices including tablets and handheld computers can enable companies to move beyond paperwork and automate essential business processes—even those that happen outside the four walls of the organization.

An enterprise mobility strategy requires careful planning of the right technology and policies for each operating environment. Executives must consider potential challenges, including device and network security, loss of connectivity, BYOD, and the need for ruggedized devices in some environments.

A MEAP helps your organization support and manage multiple types of devices and mobile applications that integrate and communicate with mission-critical enterprise systems. It's especially useful if your company is going to use multiple types of mobile devices (barcode scanners, RFID, tablets, smartphones, laptops), deploy more than three mobile applications, or exchange data between devices and multiple enterprise systems. A MEAP is a long-term investment, so you'll need to carefully examine your specifications and consider agility, security, scalability, flexibility, off-network availability, and integration requirements in your evaluation criteria.

RFgen Software—The Data Collection Experts

RFgen Software, a division of the DataMAX Software Group, helps organizations reduce supply chain implementation costs and increase accuracy and efficiency with the industry's most reliable and flexible wireless and mobile automated data collection (ADC) software and open source supply chain solutions.

In business since 1983, RFgen is known in the manufacturing and distribution industry for its solid, high-quality products and high customer satisfaction ratings among its more than 2,800 customers. With a global reach and local touch, RFgen and its network of more than 140 certified solution partners can service and support your organization no matter where you're operations are located around the world.

Using RFgen, businesses are able to quickly take their current manual processes and turn them into real-time mobile applications using barcoding, RFID and voice technologies. RFgen's Mobile Foundation Suites accelerate the integration of mobile and bar-coding technologies into your environment providing certified solutions that can simplify existing processes as well as combine multiple ERP operations into an optimized workflow.

Whether you are looking for solutions to automate your warehouse and better manage your inventory, comply with government regulations, ensure 24/7 warehouse operations, track and trace your products, voice-enable your warehouse, or manage your remote inventory, RFgen is the smart choice.

To learn more, please call us at 888-426-2286, or visit our website at: www.RFgen.com.

Reduce supply chain implementation costs with RFgen Software—one of the industry's most reliable and flexible mobile and wireless automated data collection solutions on the market today.

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