RFgen

OVERVIEW

World's largest online wellness shopping club automates costly manual processes to achieve accuracy, efficiency and savings with RFgen Mobile Foundations for JD Edwards.

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SNAPSHOT

INDUSTRY:
Manufacturing

ENVIRONMENT:
Oracle JD Edwards
EnterpriseOne

APPLICATIONS:
• Inventory Control

GOALS ACHIEVED

1. Scalable solution seamlessly integrated into existing systems.

2. Increased efficiency and accuracy of inventory in the supply chain.

3. Raised customer satisfaction by reducing error rates.

4. Created ability for more accurate production forecasting.

5. Everything promised by RFgen was delivered.

> " The short learning curve, ease of use, and the power of the RFgen Mobile Development Studio combined to enable smooth application development. "
>
> - Paul Hanson, Engineer
>   Melaleuca

THE CHALLENGE

Melaleuca had become comfortable with their manual processes and complacent about making a change. Every aspect of inventory movement depended on paper transactions and manual recording. Inventory was manually entered from paperwork into their JD Edwards EnterpriseOne system. Processes like this were highly inefficient.

With thousands of orders shipped each day, this resulted in large discrepancies between inventory listed in JDE versus physical inventory located in the warehouse. As Melaleuca grew and the volume of customer orders soared, it was difficult to forecast demand and keep a viable production

schedule to meet the demand. Management knew they had to automate.

THE SOLUTION

Melaleuca chose RFgen Mobile Foundations for JD Edwards. The supervising engineer was already familiar with solutions from Data Systems International and RFsmart. Both were deemed too complicated and far too expensive. Melaleuca found that RFgen provided what they needed at a much lower total cost of ownership (TCO), offering a straightforward and simple architecture as well.

- RFgen seamlessly integrates with EnterpriseOne.

- It included a development tool and the ability to connect to non-EnterpriseOne systems using ODBC connections.

- It was scalable and accommodated growth.

RFgen easily supports many different data collection requirements including wireless, batch, mobile and RFID operations and enables a multi-tiered, thin client approach to ADC applications. Application changes can be deployed instantly without stopping data collection activities. Administrators can view a mirror of any active client session to better support their distributed environments. RFgen features built-in support for RFID technology, imaging, and transaction management as well as mobile device data synchronization. RFgen's form designer includes embedded support for Microsoft's VBA language to provide maximum flexibility through the Mobile Development Studio.

Paul Hanson, Lead Engineer was elected to test the pre-written scripts against the installation, the server configuration and the RFgen software, validating the out-of-the-box components

before beginning any custom application development.

THE RESULT

The RFgen platform proved flexible and easy to use, substantially minimizing the need for programming, customization efforts, and support costs.

The short learning curve, ease of use, and the power of the RFgen Mobile Development Studio combined to support a smooth application development. RFgen's development tool allowed the lead engineer and Melaleuca's management to adapt quickly to changes in their original implementation plan while drastically reducing the learning curve for employees compared to other vendors.

Some of the benefits Melaleuca enjoyed included:

- Greater efficiency and accuracy in the supply chain

- Seamless integration with existing systems

- More satisfied customers

- More efficient inventory control

- More accurate production forecasting

Two years after the deployment, Hanson, revisited the project and determined that overall project expectations had been exceeded—with particular regard to the RFgen deployment.

"I can't say enough about making sure vendors can deliver on their promises made during the sales cycle," said Hanson. "RFgen was presented as a straightforward and simple deployment model with an easy, yet powerful development tool that allows rapid development and implementation—and that's exactly how it turned out. The capability to connect to any ODBC database as well as EnterpriseOne, World, SAP, Oracle, or Legacy Systems was a huge plus. The software is also extremely scalable and allows for online transacting or store-and-forward technology that can be used to queue transactions in the event that the host is offline. Everything RFgen promised was delivered," recalls Hanson.

ABOUT MELALEUCA

In just 30 years, Melaleuca has grown from a little startup in rural Idaho to a $2-billion enterprise doing business in 19 countries around the globe. It has become one of the largest catalog and online wellness retailers in North America. And it is the largest manufacturer of consumer packaged goods in the Northwest. Today, more than a million customers shop with Melaleuca every month and boasts 96% monthly reorder rates. Melaleuca's mission is to enhance the lives of those we touch by helping people reach their goals.