Cloud Computing is an opportunity for companies to consider changing their IT business model. This requires careful evaluation of the benefits and challenges Cloud Computing brings. Few changes, however beneficial, come without problems so it is worth understanding some key issues.

The Sunday Times described Cloud Computing as: “Allows companies to store data and software in other companies’ computers”. An accurate definition, but gives rise to concerns:
– In which other companies?
– On whose computers?
– Located in which country?

Another description of Cloud Computing is in familiar terminology like ‘hosting’ and ‘timesharing’ delivered using today’s technology. Even so, it is prudent to get definitive answers to who, what, where and similar questions before signing-up for Cloud Computing.

It is unlikely many management teams can spend time discussing the fine technical detail regarding Cloud Computing. However, the key issues are straightforward. Businesses should expect the following benefits and more:
– Reduced upfront investment costs
– High levels of operational resilience
– Systems support availability 24/7
– Extra processing & storage when needed
– Reduction in overall lifetime running costs

These benefits can come with potential problems. The most important is likely to be security. For any company security of information and continuity of service in their IT operations is everything! Industry surveys indicate these are the key business issues. If continuity of service is important then security of the company’s business information is absolutely vital.

One potential major problem highlighted by the National Computer Centre (NCC) is Disaster Recovery. They advise if something goes wrong in a Public Cloud Computing environment disaster recovery actions can become disparate and complex with rapid and comprehensive recovery programmes more difficult to co-ordinate – not news you want when your systems have failed!

Anisa Group has developed CALIDUS Managed Services solutions to deliver the benefits of Cloud Computing and address key risks:
– Multiple, secure data centres with high speed connections provide operational resilience.
– Each customer has their own instance of the system configured to their needs and not impacted by the demands of other Cloud customers.
– The entire operation is ISO 27001 accredited.
– The NCC and specialist Government Departments have subjected the operation to physical and system checks to confirm the security of the systems.

You can visit our Managed Service operations to ‘Touch the Cloud’ meeting our technicians and specialists managing your business systems. CALIDUS Managed Services run your systems at optimum cost and efficiency to release time and money for you to focus on your business. CALIDUS Managed Services is used by companies in many industries.

CALIDUS Total Logistics business solution enables logistics firms of every size to run their business more effectively and is seeing considerable growth in its use. Today many transport companies are implementing improved systems to streamline their operations. Over 40 organisations now use our systems in their transport operations.

For over 40 years Anisa Group has provided products and services that are operationally secure, reliable and affordable. With successful implementations in over 60 countries our priority remains innovation, customer service and value for money.

I hope you find this edition of Supply Chain Link interesting and helpful – featuring as always our customers and their successes.

Ross Telford
Chairman, Anisa Group of Companies
The systems have been deployed in over 60 countries across the world, with the most recent launch being in Australia, where CALIDUS Total Logistics is currently being rolled out for an Australian logistics company deploying the full CALIDUS suite across Australia, New Zealand, Singapore, Taiwan, Hong Kong and the USA.

CALIDUS TOTAL LOGISTICS

CALIDUS Total Logistics is a comprehensive logistics operational system that includes warehouse management, transport planning and execution, collection and delivery management including electronic proof of delivery (ePOD) and supply chain tracking. It helps optimise complex distribution networks by managing orders, inventory and labour from a single or multiple control centres.

CEO, Dave Renshaw explains: “CALIDUS Total Logistics has been developed to address the needs of the logistics market and our roadmap and service offerings are developed to encompass the trends in the market. We are very fortunate to work with many leading companies in the market which really helps us to provide the right solutions.”

ON-PREMISE OR CLOUD

The solution is provided with the option of a traditional implementation at the client’s premises, or using a SaaS approach whereby companies looking to take advantage of lower upfront investment costs can select from a range of managed service options that combine the benefits of cloud computing with the reassurance of a secure hosting facility owned and managed by OBS Logistics.

Whether OBS Logistics’ customer is a logistics company operating contracts for a number of clients, or an in-house logistics operation working on a dedicated basis, CALIDUS Total Logistics provides a range of features for differing applications.

The fully integrated system was developed using the latest technologies, to provide the flexibility needed to respond to the changing needs of the industry. It is built on industry leading technology which provides the robustness and resilience necessary for such business critical systems.

Dave Renshaw comments: “Our clients bet their business on us and their systems are key to the operational continuity and efficiency of their business, so robustness and resilience of our solution are so important. It is not just the technology of our solutions that matters. An increasing number of our clients are now choosing to use our managed services through our ISO 27001 accredited data centres. Since we started providing managed services over 10 years ago, we
have created a state of the art hosting facility incorporating the latest high availability, geographically resilient configurations run across our two data centres in the North West of England. This capability is a key strength as companies look for a total service for their logistics systems with as few suppliers to manage as possible – it is a major differentiator for us against our competition, large and small.”

UNRIVALLED SCOPE

Another key differentiator is the scope of the CALIDUS Total Logistics solution set. Whilst the two central strands of the solution are industry leading Warehouse Management Systems (WMS) and Transport Management Systems (TMS), there are a number of optional integrated modules which considerably enhance and extend the solution:

- An electronic proof of delivery system CALIDUS ePOD which provides comprehensive collection and delivery management facilities through mobile solutions based on Windows, Android or iOS platforms. Benefits include reduced paperwork, less queries/disputes and improved cash flow.
- A supply chain tracking solution CALIDUS TTM which enables customers and people within the business to track inventory and orders over the web, delivering enhanced customer service with reduced administration.
- An order portal, CALIDUS Portal allows customers to interrogate inventory and place orders. Suppliers can enter product consignments into the transport network for collection and delivery.
- CALIDUS XDock provides an extension to the transport execution by facilitating the cross docking of products including scanning on and off vehicles at transport depots, providing for greater accuracy and efficiency of operations.
- CALIDUS Bond extends the comprehensive features of CALIDUS WMS into a full Bonded Warehouse solution for compliance with HMRC requirements.
- An operational dashboard, CALIDUS Vision provides operational management with labour and performance management facilities including KPI monitoring to enable managers to focus on the things within the business which require their attention.
- Pallet and equipment tracking is essential in minimising the high cost of losses. CALIDUS is able to define equipment by type and capture quantity and types of equipment delivered and collected at each stop point. The software provides even greater security with its ability to hold stock balances of pallets/equipment by type for each depot and pick up/drop point, charging as appropriate for unreturned items.
- CALIDUS Rail provides logistics companies running intermodal and multimodal operations with the capability to integrate rail terminal container movements into core logistics operations. Using touch screen RF terminals across the railhead, it manages the loading, placement and storage of containers.

Reflecting on the unique scope of the CALIDUS Total Logistics software, Renshaw explains “We strongly believe that what we have is special and unique. However, it is the feedback from customers which is the real indicator. A CEO of a logistics company who is now a customer deploying the full CALIDUS Total Logistics suite explained that his reason for talking to us was that they could not find what we had anywhere else – he stressed the importance to his business of finding the total solution, including a managed service from a single supplier.”

SUPPLY CHAIN VISIBILITY

This view is further emphasised by Stephen McCartney, Strategic Account Director with experience of OBS Logistics operations across the globe: “We are finding that there is a real hunger for products which provide visibility across the whole supply chain. Companies want to improve productivity by bringing the entire operation onto one platform which is also outward looking to include customers. In addition to tracking, they want to offer additional services which are supported by efficient systems and processes, rather than simply pushing more human resources.”

McCartney made the point that whilst CALIDUS Total Logistics can be deployed as a whole, customers can select the modules they require to address their specific business needs.

OBS Logistics recognises that its clients often like to choose complementary solutions to work alongside CALIDUS Total Logistics and therefore the system has been developed with an open architecture.

Dave Renshaw explains: “Our clients generally like the fact that we do not dictate to them which third party products they have to use for complementary modules linking into CALIDUS Total Logistics. We integrate with a number of proven third party solutions including sophisticated routing and optimisation packages, telematics and tracking systems in the vehicles. Whilst we are always willing to recommend an appropriate solution, the client can choose what is best for them. Our customers usually have an ERP/financial system in place and typically we will integrate fully with these solutions.”

So with all this capability, what does the future hold for OBS Logistics? Dave Renshaw summarises: “CALIDUS Total Logistics, coupled with our capability to deliver the solutions as a fully managed service, is extremely well received. However we really recognise the need to continue to work closely with our customers, to track the trends in the industry and importantly to continue to invest in our products and services to ensure they remain as leading solutions in the marketplace.”

www.anisagroup.com
**CALIDUS Warehouse Management Solution supports Hallett Retail Logistics e-fulfilment services**

Hallett Retail Logistics offers a one-stop-shop solution for all e-tailer needs from its state-of-the-art warehouse facility in Manchester.

**SERVICES INCLUDE:**

- Order fulfilment for e-commerce and mail order businesses
- Full garment and product processing/garment steaming on a world renowned Veit 10 (the largest garment steamer in Europe)
- Full onsite photographic studios and image processing
- Onsite contact centre and order management solutions
- Logistics and carrier solutions
- 24 hour security all year round
- Competitive pricing structure
- Secure web portal for tracking stock through to final delivery

Originally founded in 1995 as Barnvale Processing, the company already had a reputation for quick and efficient delivery of garment processing, Acceptable Quality Levels (AQL) inspection and many more support services to complete the delivery of goods to the High Street. New ownership of the business by Hallett Retail Logistics earlier this year will drive the business forward and enhance the offer of multi-channel solutions to retailers.

**KEY USPs OF HALLETT RETAIL LOGISTICS AND BENEFITS TO CUSTOMERS INCLUDE:**

- 110,000 square feet of warehouse space consisting of a sophisticated three storey pick and pack facility that can service hundreds of e-tailers and which is capable of completing thousands of picks per week, moving them quickly through the system and despatching on the same day if required
- Full tracking service on all goods that have been despatched through the warehouse direct to the customer’s door
- A quick and efficient returns service covering exchanges, replacements or refunds, with full AQL inspection service allowing the whole process to be done quickly and efficiently
- Stock control service for all brands that wish to move stock on for incoming fashion styles or seasonal brand changes
- Onsite photography services and processing capable of delivering hundreds of images to retail and e-fulfilment websites within 48 hours. Full processing services on images giving them superb finish onsite
- Garment and product processing that includes use of the world renowned Veit 10 chamber steam tunneling system which is capable of servicing 3,000 fashion garments per hour. This integrated system can quickly move volumes of garments through the warehouse and is ideal for customers who want to react to positive selling trends and deliver products that are consistent in quality and finish. The system is capable of handling high quality garments including leather and other high end fabrics
- Garment processing also includes AQL inspection, metal detection, fully automated bagging including stock movement and hanging systems capable of holding 120,000 plus hanging garments
- Hallett Retail Logistics has a fully integrated contact centre onsite allowing tracking of all orders on e-fulfilment websites, from being picked through to delivery to the customer’s home
As part of the drive to provide state of the art services to its customers, Hallett Retail Logistics has implemented the CALIDUS Warehouse Management Software system (CALIDUS WMS) to support their operation based on a Solution as a Service model.

The CALIDUS WMS offers Hallett Retail Logistics a comprehensive, configurable solution which enables them to provide their customers with real-time updates using barcode scanning and RF functionality from the point of receipt through to put away, order processing, pick and pack and despatch with speed and accuracy.

Through the CALIDUS Online Portal, customers can securely review the stock position, place their order and track its status through to despatch, and can obtain the tracking number for the carrier with which it has been despatched.

Wendy Hallett MBE, Founder and Managing Director of Hallett Retail, commented, “We aim to cover all aspects of retail solutions and our fully re-aligned 110,000 square feet operational warehouse in Manchester is totally geared up for the expansion of e-fulfilment, high quality processing and pre-retail solutions at all levels to our customers.

I am confident in our state-of-the-art facilities, our highly experienced management team and our on-site workforce that has extensive experience and proven track record of dealing with the most demanding High Street retailers.”

She added “As part of the drive to provide state-of-the-art services to customers, Hallett Retail Logistics has installed the CALIDUS WMS system to provide their customers with a complete tracking facility detailing items as they enter the warehouse right through to picking and despatch of the products. The system also provides the ability for the customer to book in and track their goods via a dedicated portal and the ability for the customer to track trends on sales and manage stock.”

**BENEFITS AT A GLANCE**

- Ability for customers to track where their orders are up to
- Barcode scanning for speedy and accurate pick and pack processing
- Integration with customers own systems or web sites
- Flexibility to meet customers’ changing requirements
- Stock visibility through the Portal
OBS Logistics has provided bonded warehousing solutions for over 20 years, enhancing its solutions over that time to meet changing legislative requirements and industry trends.

In addition to providing comprehensive warehousing functionality, the system handles Customs, Excise, CFSP, IPR, OPR, PCC, multi-country Intrastat, CAP, NCTS, NES and provides an EMCS module to enable customers to link directly with HMRC for monitoring movements of excise goods under suspension of excise duty within the EU.

The latest version of CALIDUS Bond can meet the specific legislative requirements of more countries than ever before, a key objective for OBS Logistics given the increasing geographical spread of its logistics software implementations, with customer sites now in over 60 countries.

The system supports full multi warehouse and multi lingual facilities and offers multi ownership of stock within each warehouse – a key requirement in many bond operations, where product is stored on behalf of a number of customers.

**BONDED WAREHOUSING OPERATORS DEMAND MORE**

When OBS Logistics started out in bonded warehousing solutions, satisfying Revenue and Customs requirements, reducing import costs and paying the lowest possible duty were the primary areas of focus for our customers. However, we have seen a change of focus over time as companies look to their bonded system to enable operating efficiencies that can help to reduce costs and improve service levels.

Companies operating bonded warehousing are now increasingly interested in what their logistics systems can offer outside the confines of the bond. They also want their logistics system to track their inbound supply chain, manage transport operations (whether own fleet or sub contract), and be integrated with the latest online and mobile technologies such as electronic proof of delivery systems and customer service modules, which allow their own staff and customers to track orders and inventory as they move through the company’s entire supply chain.

OBS Logistics has maintained its investment in extending its CALIDUS solutions into what is now one of the most comprehensive suites of logistics software available. CALIDUS Total Logistics offers warehouse management (including bond), transport management, electronic proof-of-delivery, supply chain tracking and customer/supplier portals – even a full ERP system fully integrated with the best of breed CALIDUS logistics solutions.

**TOTAL SOLUTIONS FOR BONDED WAREHOUSING**

CALIDUS solutions have always addressed the financial and operational efficiency needs of bond operators, such as only paying duty on the stock which is picked for dispatch, thus avoiding advanced payment of duty on products sitting within the warehouse. This even applies down to individual bottles or items, not only at case or carton level.

Given that OBS Logistics’ major market sectors include the drinks industry and companies who import and export products, including many of the leading logistics service providers, CALIDUS Bonded Warehousing remains as one of the key components of the CALIDUS Total Logistics suite of products.

One of the UK’s oldest wines and spirits merchants chose CALIDUS Bonded Warehousing for its three warehouses. During their procurement process they recognised OBS Logistics’ capabilities in ERP solutions and chose CALIDUS to address their very specific sales order processing needs, fully integrated with the bonded warehousing operation.

**FLEXIBLE, RELIABLE AND SCALABLE**

The technologies deployed enable the solution to be scaled from a handful of users with a small amount of data through to thousands of users and a significant database. Robustness and resilience is also of the highest order as demanded by such business critical applications.
In common with the entire CALIDUS Total Logistics suite, CALIDUS Bonded Warehousing makes use of technologies that ensure an accurate and efficient operation. RF can be used across the full range of warehouse activities where required and can be extended to provide full voice capability. The CALIDUS Online module can also be deployed to offer a customer portal where customers can place e-commerce orders, interacting directly with the latest inventory position within the company’s bonded and other warehouse operations.

SAAS OPTIONS FOR BONDED WAREHOUSE SOFTWARE

CALIDUS Bonded Warehousing can be deployed on the customer’s own system or through OBS Logistics’ unique ‘Solution as a Service’ fully managed service based at its own ISO 27001 accredited data centres. Solution as a Service customers get all the benefits of a cloud computing approach in terms of cost and speed/flexibility of deployment whilst having the security and control offered through operating on their own instance of the software rather than a shared environment – customers are able to ‘touch the cloud’. As OBS Logistics owns the software and the data centres, it is able to offer compelling commercial models that ensure customers can deploy their leading solutions in a cost and cash flow efficient way.

So CALIDUS Bonded Warehousing offers everything a company needs to operate its bond facilities efficiently and effectively, with modern user friendly operation; but what will be of interest to many current and prospective customers is how it also unlocks the full capabilities of the CALIDUS Total Logistics suite.

BENEFITS AT A GLANCE

- Fully integrated bonded warehouse system
- Compliant with HMRC requirements
- Automated documentation for improved efficiency
- Increased cash flow
- Reduced costs
- Streamlined processes
- Full visibility of bonded and free stock containing different commodities
This year sees the 50th anniversary of the Beeching Report. Commissioned by the then Transport Minister Earnest Marples. The report was published in March 1963.

Ask most rail enthusiasts what they think of Dr Richard Beeching and you are unlikely to hear anything complimentary; the report, and the subsequent actions taken by the Government, signalled the beginning of the end for many rural and commuter rail services depended upon by so many.

So, fifty years later, what does this have to do with multimodal rail/road transport?

Although he recommended cuts right across the passenger network, what Dr Beeching did see was the great possibilities of rail freight, even though at the time of his report this was an outdated and outmoded industry. He recognised that if trains could haul purely containerised goods to specialist rail terminals, they could operate far more efficiently than the existing practice at the time - i.e. managing loose freight at local stations and using a variety of wagon types. By removing the need for the manual labour required for making up and breaking down of goods trains in this traditional manner, it was possible to also remove the complexity and the sheer inefficiency that existed at that time.

Beeching was also a strong proponent of the idea that road was the best way to transport the goods from the rail terminal over the final few miles to the customer. Bulk cargos such as coal and petro-chemicals could continue to be delivered direct. Nevertheless rail freight, experienced a steady decline from the 1950’s and did not begin to recover until well into the 90’s with recently published figures indicating strong growth.

A number of factors have contributed to this growth, including a recognition by the supply chain community that rail has a strong role to play in trunking large numbers of containers, particularly from the sea ports to strategically placed road/rail terminals.

Incidentally, Dr Beeching saw rail freight as a predominantly internal network - the connection to the ports and rail freight necessary for a true multimodal network doesn’t seem to have figured in his vision for the future.

Approximately two thirds of today’s rail freight is port based, but this does not mean that opportunities for expansion are limited; in fact most people would agree that the opposite is true.
INTEGRATED RAIL LOGISTICS SOFTWARE

With this in mind OBS Logistics has developed CALIDUS Rail, designed to help operators manage a rail/road hub efficiently. There are a number of activities that the system tracks and manages:

- Incoming and outgoing trains and their cargo of containers
- Incoming and outgoing road vehicles
- The container locations in a container terminal storage area
- Container movements
- Various container types and changes in status
- Container loading and unloading sequencing.

CALIDUS RAIL CONTROLS REPORTING, COSTING AND CHARGING.

The system comprises several components. A host application, written in the latest version of Microsoft .Net, which communicates with office-based PC’s that run the administrative elements of the system. This in turn communicates via a wireless network with rugged touch screen PDA devices located in the cab of the container handling vehicles.

The host system handles the bookings to and from the site, and orchestrates all the movements containers make between rail, road and their temporary storage locations.

Drivers of the container movement trucks receive work instructions directly to their in-cab PDA, with the location of the trailer and which vehicle to load the container to. The process works in reverse for unloading a train.

Refinements such as electronic signature capture remove the need for the paperwork usually associated with despatching containers to road vehicles. The road vehicle driver simply signs the PDA to confirm receipt of the appropriate container.

Rugged terminals in the cabs are supported by high availability wireless networks to ensure that the system is available throughout the working day and across the widely spread physical locations that typify rail terminals.

The design of system puts the needs of the driver of the container movement trucks first. Easy to read screens which can be seen in a wide variety of lighting conditions, are paramount in assisting the safe and efficient operation of the rail terminal.

Benefits include:

- Reduction in paperwork
- Potential fuel savings
- Improved container turnaround time
- Reduced road vehicle turnaround time
- Improved use of container storage space
- Increased margins
- Precise reporting and costing

OBS Logistics has created CALIDUS Rail to facilitate greater efficiency of road/rail terminals in the light of the continued expansion in this form of freight transport operation.

Dr Richard Beeching passed away in March 1985, almost 22 years to the day after the publication of his still-highly controversial report. Even now, after 50 years, arguments about The Beeching Report still resound as passionately as they did back in 1963. It seems this controversy, which centred largely on the passenger rail network, overshadowed his enthusiasm for rail freight and its continued refinement and growth alongside road transport.

Perhaps in another 50 years, maybe with the inevitable expansion of rail freight and its coexistence in a true road/rail/sea multimodal supply chain, he will be remembered somewhat differently.
Signing for a delivery is nothing new, yet use of electronic signature capture and proof of delivery (CALIDUS ePOD) is still experiencing strong growth. This is thanks in part to the reducing cost of mobile devices and increased ownership of user friendly smartphone and tablet devices which, when used in a protective case, offer all the benefits of an advanced graphical interface yet with the resilience that allows them to be used in situations where a more expensive rugged device might previously have been needed.

Over the years, as the size and quality of the screens has improved, CALIDUS ePOD systems have become more functionally rich to enable more interaction with the mobile workforce and greater visibility of progress against delivery plans.

QUICKER CASH
Integration with other systems has enabled greater visibility of driver activity and delivery progress. The electronic flow of information has eliminated manual paperwork to enable faster and more streamlined processing of delivery notes and invoices, plus faster resolution of delivery queries, all of which contribute to quicker cash collection.

CUSTOMER SERVICE
Access to the near real-time delivery status information supplied from the devices to the central tracking system allows customer facing staff to provide faster and more reliable updates of delivery status to customers, to proactively deal with delivery issues in a timely manner. Suitable information can be made available directly to customers via an online portal. For mid-sized and large organisations, this integration can represent a substantial saving as customer service staff focus on higher value activities.

VERSATILITY
Introducing CALIDUS ePOD as part of an integrated delivery management plan generates quick returns and payback on the investment can be within as little as a few months, thanks to cash flow improvements, reductions in customer claims and reduced driver mileage.

HOME PARCEL DELIVERY
An early adopter for ePOD, the home delivery sector, is the final point of delivery for many goods and as such represents the end of the supply chain. The parcel sector has increased substantially with the rapid growth of online shopping which in conjunction with the recession, has resulted in customers expecting higher levels of service and this has created added pressure for home delivery companies to be able to pinpoint the expected time of delivery more accurately – often to within a one hour scheduled delivery slot.
So on-time delivery is a priority, with delivery status information a close second:

- providing information directly from the vehicle to the central tracking system so that any issues are quickly highlighted to allow customer services to respond quickly and proactively
- contacting customers to advise of delays or reviewing the rest of the scheduled deliveries to assess if resourcing or rescheduling decisions need to be made.

Information accuracy becomes increasingly important as companies seek to differentiate themselves with new services such as delivery updates by text directly to the customer – accurate and current delivery progress for individual orders is a critical resource in providing this type of service.

BUSINESS TO BUSINESS

As the customer experiences a more predictable and visible delivery service, the expectation increases for all their business deliveries to meet the same standard as their home deliveries. Manufacturing and wholesale companies which run their own transport are responding to this demand for better delivery services.

For these companies, the delivery time window may be more than the one hour of the home delivery providers, but the need to achieve the expected time of arrival (ETA) is just as important. There are often commercial dependencies on the delivery – for example delivery of bathroom equipment to a housing development under construction. With the use of electronic tracking, delivery becomes more reliable and project managers can schedule resources around the ETA to optimise use of labour on site.

RETAIL INDUSTRY

Completeness of delivery is critical for retail to support the merchandising requirements in store and ensure adequate shelf fill. If a delivery is incomplete, the tracking system can provide earlier visibility of this and trigger prompt dispatch of replacement or top up orders.

The increasing number of retail parks and indoor shopping centres presents a particular challenge which the use of mobile devices can help to resolve, namely that the postcode of the address is often not a good indicator of the location of the loading area.

As part of the delivery manifest information communicated to the ePOD system the geographical co-ordinates of the unloading bay are provided to guide the driver in using the integrated satellite navigation, thus reducing unnecessary delays and ensuring the driver hits the very small delivery timeslot which is typical of the retail sector. It is particularly useful when agency drivers are used as they are less likely than a regular driver to have previously made a delivery to that site.

The impact of missing a delivery window is more severe in retail as the driver may have to wait until another unloading time slot becomes available, or be unable to make the delivery at all, which may result in a penalty being incurred by the store to mitigate the impact of lost revenue caused by a stock out.

In addition to the core benefits of tracking and confirming delivery to branch or to home customer, CALIDUS ePOD can also capture and track inter-branch transfers and provide earlier visibility of returns.

PALLETISED FREIGHT

This sector specialises in the movement of bulk freight via a network of local operators passing between hubs within and across geographical areas.

This movement of palletised goods between operators means that traceability is a key factor to capture the handover between hubs, providing visibility of stock location at any given time and accountability for any loss or damage in transit.

Capturing the individual movements using a paper based system is very time consuming and is prone to error. The mobile ePOD system allows the barcodes on the pallets to be scanned at each handover and any discrepancies to be picked up very quickly.

Damaged or incomplete pallets can be photographed using the mobile device.

SUPPLY, INSTALL AND MAINTAIN

Service based businesses that deliver, install and support equipment at customer sites can also benefit from a mobile proof of delivery (also called proof of service) system.

From photocopier engineers to meter readers, mobile computing can help to optimise the efficiency and productivity of field teams. Users can receive jobs directly to their mobile, so they don’t need to pick up a job list each day from the office and this reduces mileage and dead time.

The multi-function devices support a range of tasks including,

- scanning barcodes to check that an engineer is working on correct equipment
- capturing readings (e.g. meters)
- reviewing manuals
- using the camera to take and send pictures about a particular problem either to colleagues or back to base
- emergency buttons and immediate voice calling mean that lone workers can quickly call for assistance
- satellite navigation for more reliable route guidance and reduced overall mileage.

Where an engineer uses supplies to maintain equipment, they scan the barcodes on stock in their vehicle as they use the parts. The data automatically updates the inventory system so that the engineer can be called in to restock or pick up items left at drop sites.

So, although signing for deliveries is nothing new, the latest delivery and tracking capabilities such as those within OBS Logistics’ CALIDUS ePOD systems are enabling an even wider range of organisations to deliver improved customer service, enhanced operational efficiency and improved cashflow.
A major factor in the success of an Enterprise Resource Planning (ERP) strategy is making effective use out of the data. In today’s ever changing business world it is vital that you take actions based on having visibility of accurate and timely information. This could be the difference between becoming a leader in the industry or just falling behind into obscurity.

Extending your ERP with fully integrated capabilities from In2grate Business Solutions provides businesses with the tools to make the quick decisions needed to win.

Some of the many solutions available from In2grate Business Solutions are:

**ADVANCED PLANNING AND SCHEDULING**

The production planner’s job is not an easy one, balancing the demands of customers, responding to urgent orders, and dealing with the effects of delivery delays, rework and resource breakdown – all of which can have a devastating impact on efficiency and promise dates.

The primary objective of a planning process is to

− provide reliable and efficient delivery dates to customers
− create the most efficient production plan for work on the shop floor at a given time
− deal with bottlenecks quickly and effectively

A combination of the ERP system, spreadsheets and wallboards cannot provide the speed of response required in a demand driven manufacturing environment.

Preactor is a planning tool that provides the planner with a dynamic decision support system that is integrated with the ERP to help analyse the problems and test the alternative scenarios to find the best solution.

It generates production plans that schedule the optimal sequence of tasks for each resource by applying rules to load orders. Additionally, it is responsive to unexpected changes in demand and capacity to help maximise on-time deliveries.

In summary, the core benefits of Preactor are:

− Real-time Capable to Promise facilities
− Improvement in productivity
− Reduce raw materials inventory

− Reduce the make-span time.
− Increase on-time deliveries
− Reduce waste
− Increase efficiency
− No unnecessary WIP
− Real-time decisions

**DESIGN TO ORDER**

Design to Order creates a bridge between design and manufacture by providing the means to automate the transfer of data to your ERP system.

In reality the Design Bill of Materials does not always accurately reflect the manufacturing process and this is a challenge for all firms using Computer Aided Design (CAD).

It is all too easy to assume the Bill of Material that comes out of the CAD package is suitable for import to the MRP or ERP production system.

D2Order software has been created by In2grate Business Solutions to provide the answer to these issues and users have cited significant gains from this increased integration, including:

− 75% reduction in time, cost and errors associated with re-entering data from one system to the other
− 75% reduction in BOM error cost
− 15% reduction in inventory costs
− 8% reduction in scrap of materials

D2Order works with leading CAD and PDM systems to create a bridge between design and manufacture, giving production engineers the chance to review and compare all new and changed design data against any previous production data to create an optimum structure that reflects the design intent and is viable for manufacture. It then allows the data to be passed into manufacturing seamlessly and under revision control.

**VISUAL FACTORY**

Even the most highly automated process carries a significant cost for labour and making this resource more efficient is a key focus for organisations.
Many businesses have developed rudimentary work instructions using Excel, PowerPoint and Word, which often results in tens of thousands of pages of work instructions. This approach is very inefficient and gives rise to a number of issues:

- Many processes rely on key people
- Inconsistencies in style, content and structure
- Instructions are not always accurate or current
- High level of end of line re-work
- High levels of waste throughout the process caused by the sheer volume and duplication of paperwork needed to manage multiple products and variants

Visual Factory overcomes many of the problems associated with this approach.

As the name suggests, Visual Factory involves the use of visual cues or aids to enable improved management of factories and manufacturing production areas. On the shop floor itself, it can increase productivity by more effective management of the work order processes.

In addition to providing up to date and relevant instructions that can be accessed from each work station, it also enables collection of time, quantity, test, ‘as built’ and quality data in real-time.

- Instructions are more accessible and always current, leading to an increase in trust and use.
- Individual operators have access to the instructions that are relevant to them.
- Only operatives with the correct level of training and certification are able to carry out a particular operation.
- Clear and concise instructions lead to a dramatic reduction in training time.
- Accurate, accessible build instructions lead to reductions in scrap, waste, end of line reworking, product recalls and warranty work.
- Dramatic reduction in the use of paper

Visual Factory is versatile and adaptable enough to grow with the business, and is seen as a valuable asset in the move towards a lean, paperless and more environmentally aware manufacturing facility.
Microsoft DynamicsNAV (NAV) is an ideal ERP platform for SME businesses and especially suited to products based businesses including manufacture, wholesale and distribution.

As one of the top three ERP vendors, Microsoft currently counts over 94,000 organisations across 40 countries using Dynamics NAV to run their business. With the recent release of NAV 2013 and a further release planned for 2014, Microsoft is demonstrating a clear commitment to invest in the future of this ERP platform which has been in the market for almost 30 years.

GOLD STANDARD

There are many Microsoft partners across the UK offering implementation services for Dynamics NAV, but only a handful of these companies have achieved the coveted Gold Partner Status which reflects a high level of commitment in developing the advanced skill set required to create a NAV based solution that really fits the needs of the business.

Needless to say, the NAV team within In2grate Business Solutions has achieved Gold Partner Status. Following several years as a Gold Partner based on the old accreditation programme, last year the team achieved Gold status under the new more stringent standards introduced by Microsoft – one of only a small number of companies to do so.

For companies wishing to utilise the full range of capabilities within MS Dynamics NAV, selecting a Gold Partner with experience in similar industry sectors is essential. Industry knowledge ensures your chosen NAV partner can fully assist with the complexities of inter-related processes and refine existing processes to reflect best practice. In addition to industry expertise, the right Gold Partner will have the technical skills to develop the NAV system so that it meets the very specific needs that will inevitably arise as part of the system scoping and requirements definition process.

EXTEND THE REACH OF NAV

Microsoft strongly advocates the role of partners to add further value to the NAV platform, by developing add-on systems that enrich and enhance the customers’ ERP systems beyond even the rich standard functionality of NAV. This is often to address specific requirements within certain markets.

In2grate Business Solutions provides a number of add-on software systems that seamlessly integrate with NAV to provide industry specific functionality and visibility across the supply chain, resulting in greater business efficiency which translates into an improved customer experience and reduced operating costs.

PRODUCT CONFIGURATOR

For manufacturing companies which assemble custom products the configurator manages a structured set of rules to automate component options and the creation of sales quotes using these pre-determined rules. This ensures that only the products which can be produced are offered for sale thereby increasing sales efficiency and improving the customer buying experience.

TRIMIT FOR FURNITURE AND FASHION

TRIMIT is a tailored Dynamics NAV system that is specifically created for the Fashion and Furniture manufacturing industries. It extends the capability of Dynamics NAV to provide a range of additional features including:

− Product design module – allows fast creation of master bills of materials and automatic generation of items from the master templates.
− Web ordering – including a sales agent portal, a B2B portal and a B2C system allowing customers to find out information and place orders and is seamlessly integrated into the NAV order processing system
− Capacity planning on two dimensions - forward capacity planning on available resources and bottleneck management which is an on-line sales planning tool that prevents overbooking.
− MRP - a flexible way of calculating the need for purchase or production, it will calculate both finished goods and look at BOM structures to calculate components at all BOM levels
− Claims Management - keeps track of claims and product quality with direct access to information about the Item, sales orders, purchase orders and production orders. That gives claims management an important role in your quality assurance.
TRIMIT eliminates manual duplication and simplifies the demanding processes of handling item variants from sales, purchase to production and delivery. It provides fast and precise information, from the warehouse to the management team and supports all types of companies throughout fashion and furniture production supply chain.

STOCK IN TRANSIT TRACKING

Ideally suited for companies with a supply chain that involves import of components or part manufactured items from overseas, this tracking module allows companies to monitor container movements of goods and to see stock in transit as part of its overall stock availability. It enables ‘capable to promise’ delivery management and order allocation that includes inventory items in transit from overseas suppliers.

MOBILE APPLICATIONS

- CALIDUS ePOD

Electronic proof of delivery and signature capture system, which also includes barcode scanning and photo capture, all in one mobile device. Delivery information is transmitted directly to the driver’s handheld PDA device which can be a windows or android enabled tablet or smartphone. Once delivery has been completed the customer signs to confirm and this information is uploaded to NAV in real-time to provide staff with an up-to-date view of deliveries completed and outstanding which can help them to provide more timely and proactive customer service. Once the delivery is confirmed the system can trigger invoicing rather than wait for paperwork to be returned and input manually, accelerating the invoicing process and improving cash flow.

- CALIDUS eServ

For companies involved in supply, install and maintenance of products and equipment at customer sites, eServ allows you to mobilise your NAV service orders by sending them straight to engineers on the road and to track progress, capturing feedback and status updates:

- Job completion forms can be created automatically, validating the information with the NAV database and ensuring that the work is accurately recorded – resulting in fewer invoice queries.
- Barcode scanning of replacement parts
- Photo-capture onsite – for example to provide evidence of access problems which might prevent the job from being completed.
- Capture customer signature as confirmation that the job has been completed satisfactorily and allowing for immediate invoicing rather than waiting for job sheets to be returned to the office and keyed manually into the system, which can delay invoicing by several days.
- Provide more guidance and information to the engineer on site, including pre-job safety checklists which the engineer must complete and confirm before starting work.
- A full list of equipment under maintenance can be made available to the engineer via the eServ system which allows him to validate this information keeping central records up-to-date.

RF BARCODE SCANNING

This add-on solution to the NAV Warehouse Management system makes use of RF handheld scanners to improve the speed and efficiency of certain warehouse tasks.

RF scanners can be used in conjunction with NAV Advance Warehousing module functionality for the pick and despatch processes, with direct updates to NAV to provide a real-time view of inventory and order status.

For a showroom environment RF devices can be used by customers to scan product on shelf and enter the quantity required, replacing paper based ordering - customers can browse and select products using the barcode scanner to capture the product details and a quote is created automatically.

E-DOCS EMAIL AUTOMATION

In2grate Business Solutions created E-docs to provide a cost effective method of sending NAV documents via e-mail.

Documents can be emailed upon creation in an ad hoc manner, or on a batch basis from the posted document list views. Emailing of documents such as invoices, delivery notes and statements is much faster than printing and posting. Independent research has shown that the print and post approach to mailing can cost around £1 per document.

With E-docs, you can achieve a very quick return on the investment - companies can achieve payback within one month of implementation.
Techne® benefits from Open Business Solutions’ Rapid Implementation Methodology

Techne® is a world leader in the manufacture of temperature control equipment, including water baths, Dri-block heaters and molecular biology products such as hybridisation incubators and thermal cyclers. Techne® has an entire range of laboratory products dedicated to the particular task of controlling temperature.

Techne® is one of four famous brands within the Bibby Scientific Group. Bibby Scientific is one of the largest broad based manufacturers of laboratory products worldwide, providing internationally recognised brands with reputations for product quality and high performance. These famous brands are now brought together in a single package to offer an excellent level of quality, service and support.

Open Business Solutions (OBS) has worked with Bibby Scientific for many years providing ERP systems implementation and support based on the industry leading Infor XA business system. By November 2011, OBS had successfully upgraded several of Bibby Scientific’s longstanding manufacturing sites from version 6 to version 9 of Infor XA.

At the beginning of 2012, OBS was commissioned by Bibby Scientific to carry out a new implementation of XA for the Group’s Electrothermal business. One of the pre-requisites was that the implementation should be based on previous work for Bibby Scientific and take advantage of OBS’ ‘Rapid Implementation’ methodology. OBS uses a template approach to the project built on the considerable experience of many similar projects. The Electrothermal business duly went live on Infor XA in June 2012, taking advantage of almost all of the configurations from other Bibby Scientific implementations. This rapid and successful implementation using materials and configurations from other environments set the scene for the next project within Bibby Scientific, which came in August 2012 in the USA.

BIBBY SCIENTIFIC US (TECHNE)

The need for a rapid implementation was never more apparent than the project to implement a new ERP solution for Bibby Scientific’s USA subsidiary Techne® in New Jersey. This was to be similar to the Electrothermal implementation but with an even tighter schedule, keeping project duration and costs to a minimum.

The successful long term engagement between the two companies with the Infor XA product makes OBS a trusted partner of Bibby Scientific Group. However, given that the OBS team is UK based with the resulting distances involved and the need for local knowledge, it was sensible for Techne® to consider local providers alongside OBS in the decision process.
The benefits that OBS brought to the project were:

− A 30 year history as an ERP solutions provider
− Experience of many international rollouts
− A Rapid Implementation Methodology
− An ability to use the UK implementation as a proven template

All of this enabled OBS to meet the aggressive time and cost constraints of the implementation.

INITIAL PLAN

The project was to run for 12 weeks, starting in late September and concluding in December, requiring only four visits to the USA for OBS’ general consultant and one visit for the OBS finance consultant. Bibby Scientific’s UK MIS staffs were responsible for data loading and printed output, whilst the OBS team focused on delivering the configured environment, training and documentation for the project. Although OBS can offer a total turnkey service to its clients, OBS often works hand in hand with the client’s own staff in a project such as this. Bibby Scientific also wanted to rely heavily on its own finance staff for implementing the financial modules.

THE PROJECT

A successful first visit by the OBS team focused on user training and configuration of the system to suit local requirements.

The second visit was more ‘eventful’ due to the arrival of Hurricane Sandy. The lights went out on Saturday evening and it wasn’t until Wednesday that the team were able to be office based to progress the project with Techne® staff. Documentation and data loading were the main themes of this visit; mostly carried out in the hotel, where power was restored sooner than at the Techne® factory.

Sandy’s interruption resulted in a third visit two weeks later to complete user training and perform the first pilot test, which was followed by further user testing.

To keep the project on track, a finance focused visit was squeezed into the week of Thanksgiving and all was then set for the scheduled go live in December.

The final visit to complete the project in December included the final pilot test which resulted in system sign-off in readiness for go-live. The go-live went ahead on schedule with OBS on-site in a support role. The system was fully operational through to shipping and invoicing, concluding a successful but eventful project in only three months.

A post implementation visit and review in March concluded that procedures had bedded in well.

IN SUMMARY

The experience of the implementation at Techne® is not uncommon given the vast number of projects OBS has undertaken over time – well, maybe OBS doesn’t experience a hurricane that often thankfully. But as Peter Knight, Managing Director of OBS explains ‘There is no doubt that as companies focus on the need to minimise the impact of new implementations on the business and the focus on the duration and cost of systems deployment, this proven Rapid Implementation Methodology approach that OBS offers is proving very attractive’.
Specialist Manufacturers need a Specialist ERP

JOBSCOPE Enterprise ERP V16

Contract-driven companies in the Engineer to Order (ETO), Make to Order (MTO) and Repair (MRO) business, face very different challenges from high volume, make-to-stock, forecast driven suppliers. For example, the pre-contract tenders covering project definition, costs, schedules, areas of responsibility and penalty clauses can often take many months to settle before a single component is designed or manufactured.

A typical make-to-order company is one that supplies one-off, highly engineered products such as a large stand-alone power generator, bespoke portable buildings, etc.

Specialist products can sometimes be configured from a range of standard options but as competitive pressures increase, the need to tailor goods grows ever greater.

Whether companies manufacture customer specified one-offs or bespoke goods from a menu of options, it is becoming clear that traditional Enterprise Resource Planning (ERP) systems are likely to fall short of meeting the business requirements.

There are a number of features that a true contract driven manufacturing system must include to support the entire make-to-order business process.

So the question is… “Are you a specialist manufacturer?”

If the answer to one or more of the following questions is ‘Yes’ then you are likely to need a specialist ERP system to meet your business needs.

1. **IS YOUR BUSINESS DRIVEN BY CUSTOMER SPECIFIC REQUIREMENTS?**
   - The support systems required by this type of company need to break down a contract into manageable pieces for estimating, costing and manufacturing planning as well as dealing with at the whole contract from a project management point of view.

2. **DOES YOUR BUSINESS CONCENTRATE ON STANDARD PRODUCTS THAT ARE CUSTOMISED FOR DIFFERENT ORDERS?**
   - If your business is in this category, a totally integrated manufacturing software solution should, as a minimum, be able to:
     - Create an initial enquiry as a prospective order without knowledge of a specific requirement
     - Estimate costs as separate order elements - design, manufacture, shipping, etc.
     - Schedule all elements of the order as a single entity
     - Change a prospective order into an active one
     - Allow entry of costs in accordance with customer requirements, typically using a work-breakdown structure
     - Show all costs including estimated, sales and actual
     - Enter, control and maintain the traceability of materials to contract requirements
     - Show information concerning the manufacturing process

3. **IS YOUR BUSINESS BASED ON SUPPLYING CAPITAL EQUIPMENT?**
   - Typically, the functionality required to control this type of contract includes:
     - Job cost based on actual costs
     - Up-to-date, on-line order status
     - Material requisitions driven by orders
     - An independent production system
     - A progress based billing system
DOES YOUR BUSINESS HANDLE CONTRACTS FOR REFURBISHING, REPAIRING OR OVERHAULING EQUIPMENT?

The following requirements are standard in a system that claims to be able to control repair, overhaul and assembly:

- Allow entry of an initial customer enquiry to produce an estimate or quotation with whatever level of information is available
- Costs can be captured without the need for a bill of material
- Start production orders with just labour requirements
- Estimate or re-quote is essential as well as an ability to recognise why the re-quote is required
- Stage payments and shipments based on contract agreements and not necessarily on what has been manufactured

In the make-to-order business everyone is unique but potentially they can have a lot in common – particularly their ERP system needs!

Businesses that are contract driven, that make-to-order, that design, engineer, manufacture, install and maintain face many identical challenges.

They do not normally manufacture or supply services via a forecast; their materials needs are based on meeting the needs of the contract – once it is defined and agreed - and their internal and external resource requirements - both human and facility are driven by the contract and are often finite and requiring detailed management.

To meet these very specific business needs experience has shown, time and again, that if every contract is potentially unique, then the ERP required to manage the business must be designed with that requirement as its primary focus.

Not surprisingly, many ERP providers who claim their product meets these needs – but experience shows that few can do the job to the level required.

In2grate Business Solutions is pleased to say that JOBSCOPE Enterprise ERP is one of the few that has been designed specifically to meet all of these requirements.

JOBSCOPE V16 is the latest release that includes many new features that fully support ERO, MTO and MRO companies. The system is fully written using the Microsoft .Net development platform and has mobile applications for remote access and data collection.
Australia - Increasing demand for sign-on-glass solutions

Alex Lim, General Manager (APAC)

OBS Logistics has recently launched our entry into Australia. We have announced the availability of our CALIDUS Total Logistics suite of software products, aimed at increasing efficiency, supporting business change and managing cost for 3PLs (Third Party Logistics companies), transport organisations and logistics operations within the Australian market.

Our move into the Australian market followed a number of months during which we received enquiries from Australian logistics companies about our CALIDUS Total Logistics suite. Two CEOs (one of whom has since become a CALIDUS customer) commented to us that they recognised the benefits of the total integrated suite of TMS, WMS, ePOD and supply chain tracking software that CALIDUS Total Logistics offers as a fully managed service and they could not find that offering from any other vendor in the region.

Interestingly, this key benefit of industry leading scope of solution is something which OBS Logistics has enjoyed in other regions of the World, with CALIDUS Total Logistics increasingly being selected for logistics operations in over 60 countries worldwide.

This recognition by these local business leaders of what we have to offer, gave us further confidence to approach the Australian market and business has already been secured for deployment of the full CALIDUS Total Logistics suite.

Whilst the total solution is a real differentiator, enquiries from companies are often initiated from requirements for certain modules within the product suite – they want to address the particular business need they have at the time, with the knowledge that they can expand the solution as further needs arise. A particular area of specific interest from Australian businesses over the last few months has been sign on glass ePOD solutions.

MARKET TRENDS

When an Australian customer asks for a “Sign-on-Glass” solution, they are looking for a device that would allow their delivery drivers to collect a signature on a handheld, against a collection or delivery. This requirement is often closely accompanied by the need to improve operational efficiencies across the business. Indeed, according to the key findings in transportation and logistics industry, within the 16th Annual CEO Survey, more than half (57%) of CEOs say that improving operational efficiencies is one of their top priorities.

Getting the customer signature allows us to generate a Proof of Delivery, but it doesn’t end there - we need to consider what other information is required to be presented in the POD document. This can be sales order numbers, transport order numbers, signatory, details of order such as item name, quantity etc. Therefore, we see that the customers do not only require a “Sign-on-Glass” system, but also the accompanying systems that complete the POD. The importance therefore of other modules within the CALIDUS Total Logistics suite can be clearly appreciated.

SIGN-ON-GLASS SOLUTION

In reality, what customers are really asking for is an integrated end to-end Transport Management System with end-delivery visibility via a “Sign-on-Glass” solution. So a complete “Sign-on-Glass” solution would include:

1. Transport Management System – CALIDUS TMS
2. Electronic Proof of Delivery System – CALIDUS ePOD
3. Portal providing Track & Trace Capabilities – CALIDUS TTM supply chain tracking

We can examine in more detail what these three systems provide that would fulfil the “Sign-on-Glass” requirements. It is worth noting however that where companies also have warehousing, then a Warehouse Management System can also form part of the solution – a capability provided by CALIDUS WMS.
TRANSPORT MANAGEMENT SYSTEM

A Transport Management System (TMS) generates the feeds into the Electronic Proof of Delivery by aggregating transport orders from multiple channels such as portals, phone calls, faxes, Electronic Data Interchange (EDI), Web Services etc.

The TMS allows a transport planner to plan transport orders to various vehicles, which in turn can be mapped to the handheldds of the drivers. The TMS should also be able to communicate with the handhelds to provide real-time feedback to the transport planner.

ELECTRONIC PROOF OF DELIVERY SYSTEM

The Electronic Proof of Delivery (ePOD) System is the part of the “Sign-On-Glass” that is visible to the consignee of the delivered order. This is the system where the consignee would actually sign on the handheld device.

Having the orders loaded into the handheld provides a convenient way to assign tasks to the drivers. As we extend this idea, we can see that a comprehensive ePOD system would also allow driver to cross-dock, collect and consolidate orders.

**CALIDUS** ePOD allows all these functions and integrates well to other TMS systems with its open web services architecture. Working across platforms, including Windows, Android and iOS, **CALIDUS** ePOD also allows you to extend the ePOD system without heavy investments in handsets.

PORTAL TRACK & TRACE MANAGEMENT SYSTEM

As the drivers go about their deliveries and collections, the handhelds can provide real-time updates on location (through the built-in GPS), delivery status and PODs. Customers can print the PODs through the self-service portal, track their estimated times of arrivals and even book orders that are then fed back to the TMS. This provides a complete loop of the operational needs of most 3PLs and transport companies.

IMPROVED OPERATIONAL EFFICIENCY

In conclusion, our experience is that many Australian logistics organisations will recognise the operational benefits offered by a **CALIDUS Total Logistics** managed service providing an end to end solution including sign on-glass ePOD:

1. Many organisations get paid only when they can produce evidence of work done, i.e. Proof of Delivery (POD) documents.
2. An electronic sign-on-glass solution allows real-time updates on the completion of collections and deliveries. This allows organisations to demonstrate adherence to KPIs.
3. The GPS on the hand-held sign-on-glass solution allows for real-time tracking and estimated time of arrivals to drive more efficient planning
4. Vehicles can be better utilised with more control over planning
5. Costs can be closely monitored OBS Logistics’ **CALIDUS Total Logistics** Software will support organisations in Australia as they strive to implement change, better manage costs and improve overall business performance.

AUSTRALIA IN PROFILE

KEY STATISTICS

- Population ............ 23 m
- GDP .................. A$ 1.6 trillion
- GDP Growth .......... 2%
- CPI .................. 2.4%
- Unemployment ........ < 6%

MAJOR INDUSTRIES:

- Finance ............... A$ 468 billion
- Industrials & Materials A$ 142 billion
- Metals & Mining ...... A$ 320 billion
- Energy & Utilities ...... A$ 155 billion
- Healthcare ............. A$ 48 billion *

*There are 450 Biotech companies in Australia

TRENDS AND CHALLENGES**

1. Population and technology:
   - High level of Smartphone penetration: 52% (versus 44% in the USA).
2. Increasing need to be cost conscious: 28% of organisations investigating technology which can help control cost.
3. Global and Regional organisations. Increasing need to improve global competitiveness, only 25% of organisations believe they have the technology backbone to be able to compete and collaborate. Whilst there is a high number of overseas competitors penetrating local Australian markets.
4. Need to be more agile. Less than 20% of organisations surveyed find it simple to implement more agile technologies.
5. Recognised need to promote more innovation. Less than 5% of organisations found it easy to promote innovation.

Sources:
- Australia Bureau of Statistics.
- http://www.businessreviewaustralia.com
- Embrace Australia

** Accenture
Potter Logistics, a leading specialist in multimodal transportation, has enhanced its warehouse management system with updated Container Management functionality. Running alongside Potter Logistics’ CALIDUS WMS warehouse management software is an integrated module that manages ISO 6346 containers arriving daily by rail and road at the company’s 62-acre distribution centre and rail freight terminal in Selby, Yorkshire.

The CALIDUS WMS Container Management Module controls all of the container unloading and loading activities in real-time over a high speed 150mb/s backhaul mesh wireless network. The containers are stored in order to best balance the space available in the container yard with the logistics of loading/unloading road vehicles that service the rail link.

The fully electronic system eliminates paper documentation, directing the container handler drivers to the required container using a real-time link between mobile in-cab terminals and office based host system. The system also captures road vehicle drivers’ signatures on the mobile terminals for proof of receipt.

REAL-TIME ACCURACY AND NOT A SHEET OF PAPER IN SIGHT

Work in the container yard operates on a natural dual cycle, with the unloading and loading of the train occupying the first half of each day whilst the loading of road vehicles arriving at the Selby site builds as a priority during the second half of the day. Typically the vehicles which are visiting the site to collect rail-delivered containers will also bring containers to the site for return by train. This has the effect of removing a very significant number of containers from the road.

Accuracy of placing the right container on the right road vehicle and rail wagon and doing it efficiently is paramount. The two-part Container Management module does this with ease and ensures the operation runs like clockwork.
The host computer system in the site’s weighbridge office manages the movements of the containers and registration of drivers and road vehicles arriving at the site, recording the vehicle registration and the details of the containers they are also bringing into the Selby DC. Container management includes rail-based container movements, capturing the container load data as well as its physical position on the train and location within the yard.

At the weighbridge the Container Management system communicates with the container lift truck drivers via the in-cab touchscreen radio-data terminals. When the outgoing container is loaded on the road vehicle and is ready to leave, the driver signs the screen at the container lift truck terminal to record receipt of the container eliminating the need to visit the office for a paper POD.

**THE SUM OF TWO PARTS EQUALS EFFICIENCY**

**BENEFITS AT A GLANCE**

- Manages container handling to ensure the efficient and accurate loading
- Enables quick turnaround of container loading and despatch
- Wireless system that is user-friendly and is completely electronic, therefore eliminating paperwork
- Save fuel, time and resources
- Uses touchscreen in-cab terminals for easy use by the container lift truck drivers
- Electronic capture of drivers’ signatures to prove they have received containers
- High speed wireless mesh network between weighbridge office and lift truck drivers
About The Anisa Group

The Anisa Group of companies consists of leading suppliers specialising in the delivery of world-class integrated supply chain and extended enterprise solutions, which can be provided as a managed service.

With a global customer base and an average of one of our solutions going live somewhere in the world every week, our success lies in providing transparency and openness combined with the highest levels of efficiency throughout our customers business processes.

The Anisa Group responds to customer demands by synchronising their entire enterprise from development and engineering, manufacturing, through to warehousing, distribution and transportation operations including their sales and customer relationship management and all their financial accounting needs.

By selecting partners at the forefront of exciting innovations and technologies, we expand our knowledge and fulfil our promise to our customers. We are continually evaluating further opportunities both for organic growth from our existing operations and for expansion through acquisitions and reseller channels.

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