



NEWSLETTER

THE DATASCOPE UNIVERSITY

As Tony Buzan (author, and inventor of mind mapping) once said; *“Learning how to learn is life’s most important skill”*. At DATASCOPE we have been searching for the most effective ways to deliver training to our Customers and Partners.

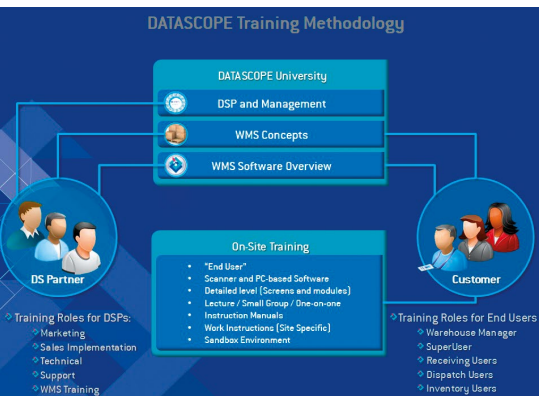
Globally, online training is gaining momentum as one of the key tools in providing good quality, high value training. While online training will never replace the hands-on approach, or the role of a trainer (On-site training), it very successfully complements the learning process.

Some of the compelling reasons to move to online training include:

- **Convenience** – learn at your own pace when you have the time to log on.
- **Eliminate Geographical limitations** – whether the learner is in Sydney or Johannesburg, the course can be equally well presented.
- **Less travel** – travel (be it of our training team or the learners) will always take time and cost money.

- **Personalized curriculum** – we can tailor your course to what you are required to learn.
- **Multimedia** – we can present using animation, video, quizzes and interactive activities (even simulated screens and transactions)
- **Information Accessibility** – the Online University will provide a place where reference material and documentation is always readily accessible at any time.
- **Continuous Learning** – Learning is a journey and not a destination, online training allows us to provide updated “refresher” courses, to ensure that our learners are always up-to-date with latest developments in the WMS.
- **Evaluation of Progress** – Online learning gives us the ability to monitor the progress of each learner. As a DATASCOPE Solution Provider (Partner), “Certification” will become a pre-requisite to maintaining your status. As a client, you are able to get a feel for the competency of your employees.

The DATASCOPE University is currently under construction, we have liaised with learning experts in South Africa, as well as abroad, to ensure that our offering will be top-notch. We envisage a DATASCOPE University website running on an LMS (Learning Management System). Various courses and training modules will be geared towards “Training Roles” and these will be continuously updated and revised. We firmly believe that providing this training service will enhance our status as THE premier provider of WMS solutions.



HARDWARE REPAIRS ON DATASCOPE'S WMS CLIENT SUPPORT PORTAL

DATASCOPE has partnered with industry leading scanning hardware to complement our software but from time to time these units still need a service or repair. To make this as painless as possible we have recently added a great function to our support portal – Hardware Repairs. Here you can log a service and then watch the process step by step via update emails or on the portal itself. This is just one of the ways we are focusing on bettering our service support and continue to strive for a seamless aftersales service offering. Tip: We suggest to all customers to keep a spare scanner kit which is available should one of your units become faulty and need to be booked in for service.



For any hardware related inquiries contact me on reubenj@datascope.co.za.

TRENDS IN DISTRIBUTION

As the world moves further and further away from the industrial age and deeper into the information age, consumer expectations are becoming far more demanding. Your clients are no longer looking for a great product to purchase, this they take for granted. What they are looking for now is the whole purchasing experience. Steve Jobs was a fanatic on this. Beside the product being of exceptional quality, the buyers experience must be rewarding to say the least. Right down to the store experience or the product packaging, the experience is all part of the “product”.

So how do you differentiate your products in your market? No doubt you have a great quality product. You would not be in business today if you did not. But does the product get to the consumer fast, efficiently and well presented?

Implementing a world class warehouse management systems (WMS) strategically differentiates your product offering. Not only are you able to give your client a true commitment of delivery, you are also able to pick and pack the customer's order correctly, timely and in a professional manner.

Let's say you could offer your clients a 2 hour turn around on any order? Or, let's say you could pack your clients order by product type or by their

customers' requirements? What would this do to your market share? You think this is stretching things a bit far? Look at the on-line ordering market. It has taken a while to grow but there is no turning it back now. This form of supply will continue to grow and expand over the coming years. Are you ready for this? What would your business need now to enable you to be there in future?

Some thoughts to get you thinking...

Anton Jurgens



SYSPRO 7.0 AND WMS READINESS

SYSPRO 7 recently went to RTM (Which stands for Release To Manufacture). This means that we can now start testing and preparing DATASCOPE WMS to support this new SYSPRO version.

Many changes have gone into SYSPRO 7.0 which will require a large investment of time and effort from DATASCOPE's side. Database changes and changes to fundamental core processes in SYSPRO affect WMS greatly and need to be thoroughly catered for and tested. We are expecting a SYSPRO 7.0 compatible



version by the end of September 2014. Watch this space!

*"One of the primary features of SYSPRO 7 is larger field sizes, which not only allows you to capture more data in key areas, but it also allows for much **higher transaction volumes**. Being able to specify the number of characters you wish to display for key fields allows you to capture more significant master data, making your data easier to use, and allowing you to determine how many characters are significant to you..."* Quote off SYSPRO 7 Website.

PROJECT MANAGEMENT METHODOLOGY – THE KEY TO SUCCESSFUL IT PROJECT IMPLEMENTATIONS

When flying around the country, we get to speak to top executives from industry and often the topic of IT Projects come up. On many occasions, we hear comments like, "Make sure you have a big cheque book; Always over budget; Put my business at risk as I battled to deliver for the first month; It did not meet our expectations"; and so on.

At DATASCOPE, what we have found through sometimes bitter experience is that one must have and stick to a solid Project Management (PM) Methodology during an IT Software implementation. This methodology does a few vital things; viz:

- Ensures a clear project path with key milestones and due dates;
- Gets the customer and software solution provider onto the same page and creates a clear project responsibilities "joint-effort" charter;
- Limits business risk and ensures a successfully managed project.

One important point is that the PM Methodology is never an end state. In other words it is not a static audit document but rather must continually get improved after every implementation. All learnings must be filtered back and included into the methodologies quality requirements.

Now one may be saying, "What is this PM Methodology all about?" In DATASCOPE's opinion, the key elements are as follows:

- Site visit to client to understand their strategic business requirements. This meeting must be with the right level of senior management. A walkthrough of the operations is also essential.
- Warehouse Management Solution (WMS) proposal document must then be presented back to the client with project budget costing.
- Based on approval, a detailed Functional Specifications document is compiled. This is a very important document as it spells out how every transaction within the business will take place.
- Again, based on sign off, a User Acceptance Testing session is arranged. Using the client's data, this two day workshop at DATASCOPE's offices mimics every transaction in a "live" environment. This is also an opportunity for the client to raise items or transactions which may have been omitted in the Functional Specifications document.
- Once the UAT is approved, the on-site installation of hardware and software commences. The software is configured using the settings from the UAT.
- A detailed bin location labelling spreadsheet is compiled. Once approved all bins are labelled. In most cases pickface areas are identified along all lower racks. Stock codes are identified with bin locations based on an ABC analyses and this data is imported into the

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PROJECT MANAGEMENT METHODOLOGY *continued*

software with the pickface min, max and reorder levels which drives the replenishment process. These pickface labels are also printed and put up. Stock is then physically moved to its correct pickface bin.

- Training is a vital part of the project. DATASCOPE has invested heavily in a Learner Management



System (LMS) which is proving to work extremely well in its concept form.

- Purchase receipting and Landed Cost tracking receipting is then activated which ensure that all incoming stock is labelled. The remaining stock which will not move before the stock take is then labelled. This is a long process and must not be under estimated in a large warehouse.
- An on-site dry run of every WMS transaction is then completed to ensure that all settings, printers, scanners etc. have been configured correctly. This dry run ensures a smooth go-live.
- The next step is to prepare for the stock take and go-live weekend. The stock take is completed and the site is now ready to go-live on the new WMS.
- A period of handholding the site normally takes place before it is handed over the DATASCOPE's Support Team.

Now the above all sounds like quite a mouth full. In face it is and the only way this can be successfully accomplished within a 8-12 week period, is by sticking to DATASCOPE's PM Methodology every step of the way!

AGILE SOFTWARE DEVELOPMENT

DATASCOPE have recently started a journey to implement an agile development methodology. This change has come about due our client base growing and the increased demand on the development process within the company. With the increased complexity and number of enhancements, a very structured approach is required to maintain quality, scalability and stability. The agile approach is basically broken into what is known as Development Sprints, within each sprint there are several inputs and outputs and ultimately a new version is released at the end of the sprint. One of the key elements to

the agile approach is it is a companywide change, affecting Project Managers, Developers, Testers and Implementation Teams. The first basic steps to the process have been put in place, these include: Enhancement Portal Logging, Functional and Technical Specification Documents and a Development Cycle of 4 weeks. The next step is to implement a full range of Testing Environments on Client data with a detailed QA process being implemented in the Cycle. Going forward DATASCOPE will use this proven methodology to further improve the DATASCOPE WMS product.