



NEWSLETTER

ELECTROMECHANICA (DC) GOES LIVE

Established in June 1984, ElectroMechanica is a specialist direct importer and wholesale distributor of industrial electrical products, motor control switchgear and electronic automation products. Working with over 40 high quality brands including Lovato, Finder, Delta, Hager, Socomec and Scame, ElectroMechanica is considered a leader in the market.

The company recently acquired the previous Tarsus South African head office park in Wynberg consisting of several office blocks and a 6200 sq meter (20 400 sq feet) distribution center. This warehouse has become EM's central DC for receiving all imported shipments. The four ElectroMechanica branches countrywide will in turn draw off stock through supply chain transfers into their fine picking environments for customers' orders.

What is unique to the DC is two-fold. Firstly, zoned put-away prompts the operator to always put incoming stock into the same category product zones. For



example motor control gear will be allocated a zone where as metering products will be located into another zone.

Secondly, area based picking was implemented. The pickslip for the same customer order can be split into three pickslips and picked simultaneously by three different pick operators.

The three areas include the following:

1. Heavy items on the warehouse floor are picked with a forklift truck.
2. Fast moving items are picked from the second shelf using trolley jacks.
3. Slow moving items are picked from racks three and above using a man-up unit.

Although the fast moving shelf is not set-up as a pick face, normal replenishment takes place from the bulk shelves into this area. Additional pallet labelling has also been included which will further assist with ElectroMechanica's shipments to their branches.



... continues ELECTROMECHANICA (DC) GOES LIVE

New functionality in V35 now allows for the import of the suppliers barcode which can easily be linked to ElectroMechanica's stock code allowing for picker scanning of every item during the picking process, thus improving picking accuracy immensely. In this way small boxed items do not need to be labeled using general labelling in WMS, consequently reducing bottlenecks on receipt.

The DC went live at the beginning April 2016 and increasing volumes of shipments have now been routed into this warehouse. **Darren Stirrat, Operations Manager and Project Sponsor at ElectroMechanica, commented on the new system: "We will be able to**

establish control of our bulk products without having to compromise on space. It has been a great learning curve, and with the aid of the DATASCOPE WMS system we are now in the process of having our systems work for us. Once it has been rolled out to the entire EM Network we will be able to improve our efficiencies and overall customer satisfaction. A great big THANK YOU to all involved in implementing this project!"

ElectroMechanica is constantly looking for ways to improve customer satisfaction. The implementation of the DC is yet another example of how the company goes the extra mile to increase accuracy, productivity and speed of service to their customers.

ZOOM VIDEO CONFERENCING (This is fantastic!)

At DATASCOPE we have come to realise the value in clear and effective communication.

Until recently one of the biggest stumbling blocks was the difficulty in communicating between our employees, who are typically anywhere between Port Elizabeth, Cape Town, Midrand, Chicago and Montreal and our valued clients. We evaluated many offerings to find a Video Conferencing solution that is cost effective, simple to use, quick to set up, and allows us not only to share content (such as presentations), but also to read the facial expressions of the person we are talking to.

When evaluating offerings from leading VC brands we soon realised the biggest issues were high cost and the lack of flexibility. We reviewed the Google Hangouts offering but realised that we needed a cloud based solution that is open ended enough that we can contact potential clients and our own staff without first going through an arduous setup.

We had been using a product called Zoom (www.zoom.us) for several months. Zoom recently introduced an offering called Zoom Rooms. This uses a small PC in conjunction with an iPad controller and two screens. We selected a Logitech kit for our HD Camera and



Speakerphone (includes a noise cancelling Microphone). This is paired with two LG 55inch Television monitors, one shows video and the other shared content. Zoom Rooms is integrated into our Outlook calendars, allowing for very quick scheduling of meetings. We can also start an immediate meeting or share content from a laptop or via

Apple Airplay from the iPad controller.

Individuals can also join the meeting via their Smartphone, Tablet or Laptop, allowing flexibility and mobility.

This has proved to be a very powerful tool! We are now able to market and demonstrate DATASCOPE WMS to customers anywhere in the world. Zoom is also reducing our need to travel (especially for project and support meetings). If you would like to find out how to contact us via Zoom, Feel free to email adrianb@datascope.co.za.

"We are encouraging all our existing clients to invest in at least one Zoom VC conference room. The costs are reasonable and we intend to use this medium extensively going forward for support, training, new development demo's etc. We are very willing to share our learnings with you." Anton Jurgens

METRACLARK GO-LIVE

METRACLARK
Refrigeration & Air-Conditioning Wholesale



Metraclark is one of the largest distributors of refrigeration and air conditioning components & systems in Southern Africa.

Metraclark's main distribution warehouse in Denver, Johannesburg serves as a nationwide distribution warehouse to all of its South African and African branches. It deploys sophisticated demand calculation mechanisms to best fulfil their customers' demands across their branch network.

Metraclark selected DATASCOPE WMS, to enable further efficiencies in their receiving and picking processes, ensuring better turnaround times in picking efficiencies.

In receiving, a two-step process allows for SYSPRO purchase orders and LCT's to be received by designated receiving staff. During the offloading of stock from supplier vehicles, goods are scanned and palletized in real time, ensuring stock can be put away and consumed for picking in the shortest possible time without reducing accuracy.

For the purpose of reducing human errors, Metraclark is using DATASCOPE WMS to work primarily with supplier bar codes, reducing the need to re-label stock at receiving. DATASCOPE WMS provides functionality beyond standard SYSPRO functionality in managing various local to supplier barcode mappings and scenarios.

DATASCOPE has improved the warehouse operations through introducing more detailed location management – close to 10 000 unique locations are managed by DATASCOPE WMS, ensuring stock is found, identified and confirmed at faster picking rates.

Replenishment into and management of the companies prestigious VLM (Vertical Lift Module) equipment is done through DATASCOPE WMS, enabling real time transaction management of high value items.

We thank Metraclark in choosing DATASCOPE to be their preferred warehouse management solution provider.

CUSTOMER LETTER



DELI

Letter of reference.

Concerning DATASCOPE SUPPORT.

The last year's experience with DATASCOPE's support desk has vastly improved. I am pleased to share my experience regarding the last few projects, and the response time regarding tickets is very fast and normally results in a solution within the SLA period.

The efficacy of the last project was far above my expectations and considering the scope of the project, was handled and communicated very professionally.

In my opinion the management of the DATASCOPE support desk has vastly improved and continues to improve as the team grows together, I am impressed with the skill-sets starting to settle down into the new team.

I would highly recommend using the DATASCOPE support desk for projects as well as day to day WMS issues. It's always refreshing dealing with a manager that is technical as well as understanding of the issues experienced by non-technical individuals, and it vastly helps when adding features to aid the end user experience.

I have a few suggestions on how to improve the call logging process, but other than this, all services received have been outstanding in the last year and we hope to have more improvement as DATASCOPE grows.

Regards.

Dylan Clarke
IT MANAGER DELISPICES



DATASCOPE BENEFITS IN TOUGH TIMES

In great economic times businesses expand and profitability grows. We all enjoy these good years but often we become complacent during these times. When the tough times come we find that it is not so easy to ensure that the profitability remains as it was and we have to start managing costs and expenses carefully.

In distribution and manufacturing businesses we often find that one area that gets left behind in the good times is inventory control. While the business is thriving and turning great profits with great growth the inventory control systems do not always keep up to date. Soon we find that every time we complete a wall-to-wall stock count we have unexplainable variances.

As times become tougher we find that these variances cannot be left. It is simply not good enough to find at the end of a year of hard work that a substantial portion of profits are suddenly lost after a stock take write off. Inventory control becomes a key focus of a company's asset control.



Anton Jurgens

in place, and have forced the disciplines, then you can expect to get **accuracy**. Accuracy includes inventory accuracy but it goes far further than this. It extends to all aspects of accuracy including the timing of transactions, who did the transactions, who is working well and who is not etc. With this accuracy you now have the tools to generate powerful KPI measures, and it is these measures applied properly, that will take your operation to new heights [**optimization**].

Contact us if you would like to talk to clients with superior inventory accuracy of 99.95% and higher.



STAFF ANNOUNCEMENT

Bongiwe Shiba joined DATASCOPE's Support team on the 1st March 2015 as a Consultant. Bongiwe recently completed her National Diploma in Marketing. She is a fast learner and has great communication skills. We look forward to her growing in the company.



Lindelani Dingindlela joined DATASCOPE's Support team from UTi on the 1st March 2015 as a Consultant. Lindelani completed his BSC Industrial Engineering at the University of Witwatersrand.



We are pleased to welcome **Charl Steyn** as our newest Project Manager. Charl joined DATASCOPE on the 1st April 2016. He will be based in Cape Town to work closely with our Cape Town clients. Charl has

7 year experience in Project Management of WMS solutions and he has completed a Prince2 course in Project Management.