



CSI Client Scenarios
Mobile Business Solutions

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client scenario 1

Client

The UK's largest privately owned manufacturer of fitted kitchen, bedroom and bathroom furniture.

Requirement

To improve delivery accuracy, cash flow and customer satisfaction and reduce shrinkage. To be achieved by tighter controls in the picking and marshalling of loads, accurate record of delivery, electronic signature capture at the Point of Delivery.

Role

CSI were selected to supply hardware, software and services to implement stock movement, picking and load inspection using Radio Frequency terminals in the warehouse and electronic POD functionality for delivery drivers with updates performed over GPRS. CSI also supplied and implemented integration into Oracle Line of Business system utilising asynchronous message software from IBM WebSphere Mq.

Highlights

- Improved accuracy and efficiency in the warehouse
- Increased product visibility due to the real-time tracking of goods
- Improved connectivity due to the ability to establish wireless connections using 802.11 and GPRS standards
- Improved cash flow due to automatic invoice triggering on delivery of goods
- Easy to use, hard wearing hand held units, with large colour screens
- Reduced shrinkage and returns
- Excellent customer service and satisfaction
- Ability to add additional mobile and wireless units due to the highly scalable nature of the supporting wireless infrastructure



client scenario 2

Client

Part of Europe's leading distributor of the highest quality industrial maintenance, repair and overhaul (MRO) products and services

Requirement

To provide the ability for field sales personnel to perform Vendor Managed Inventory for a number of customers. Orders need to be transmitted via GPRS in real-time to the Line of Business system via GPRS, mobile printing of copy orders.

Role

CSI were selected to supply hardware, software and services to implement a mobile order capture system for field sales personnel with updates performed over GPRS. CSI also supplied and implemented integration into Line of Business system utilising asynchronous message and web services.

Highlights

- Real Time Order Transmission via GPRS
- Rugged PDA and Printer for use on the road
- Stock and price enquiries in Real Time via web Services
- Signature capture on device
- Quotation Creation
- Order Creation
- Mobile printing of Quotations and Orders
- Integration to Line of Business System running on IBM P Series
- Project delivered to extremely tight timescales



client scenario 3

Client

The client, headquartered in Riyadh (Saudi Arabia), is one of the world's top 10 petrochemical companies and is the largest non-oil company in the Middle East.

Requirement

The client has recently built a new chemical plant in the north east of England. Due to the hazardous nature of the chemicals being used, strict controls of stock usage are required.

Role

CSI was selected to provide a full stock management solution for raw material receipt, stock movement, picking, issues to production and stock checking. Provision of intrinsically safe devices for use in hazardous environments with batch updates of the Honeywell and SAP production control systems.

Highlights

- Intrinsically Safe hand-held terminals
- Goods Receipt
- Stock movements and damage reporting
- Stock Checking
- Picking
- Issues to and Returns from Production
- Browser based Administrative function for Stock checking
- Browser based Administrative function for quarantine of faulty chemicals



client scenario 4

Client

The client founded in 1860 is a global solution provider in wastewater and dewatering technology with a complete product portfolio of pumps, mixers, agitators, aerators, compressors and control & monitoring equipment and service, with a presence in more than 100 countries around the world.

Requirement

The client required tighter control of the whole production process from goods receipt through to despatch. Timely and accurate updates of the company's BPCS system running on the IBM I Series platform were a key requirement as was the electronic receipt of customer orders.

Role

CSI was selected to provide hardware, software and services to the client in order to build a full production and stock control system with interfaces to BPCS and customers.

Highlights

- Production reporting against shop orders
- Prioritised Picking and Packing
- Pallet label printing
- Packing label printing
- Despatch Recording using mobile devices
- Customer Receipt processing
- Electronic customer order processing via Websphere Mq
- Transaction data used to update BPCS shop orders, pick requirements, despatch requirements



client scenario 5

Client

The client is a leading short sea operator in Europe, transporting some 2 million cars and high and heavy units annually. As a major logistics provider, the client offers total management solutions, which encompass the full transport chain, from manufacturing plant through to final retail destination.

Requirement

The client needs to be able to track and trace the vehicles throughout the supply chain. Provision of up to date and accurate information to its customers is vital to the organization as is the efficient movement of the vehicles they transport.

Role

CSI provides a fully outsourced service for the customer including systems to manage port operations built on the IBM I Series platform; a customer portal delivered over the web for vehicle tracking; communications with customers and partners via EDI and WebSphere Mq; port operations based on Radio frequency devices, GPRS enabled devices and mobile computers.

Highlights

- Rugged hand Held terminals for use in harsh environments
- Vehicle movement and tracking via RF, GPRS or batch devices
- Damage Reporting
- Vessel load manifests
- Vehicle Transporter loading
- Stock reporting
- Browser based customer portal