



# Error free picking with eSmart Warehouse improves customer relationships at Elektron

Elektron Technology designs, manufactures and markets innovative technology brands to solve pressing problems. Elektron was using a legacy system for picking products and packages for shipment which was starting to fail. The old system was error-prone, costly and it contradicted the company's 'complete customer satisfaction' ethos.

### Business Issue

Elektron's old picking solution was paper-based. Workers would operate from a paper pick list to build up packages for shipment. Quantities picked and the product serial numbers were recorded manually with the information transferred from the paper pick lists into Elektron's IFS ERP system using IFS Shipment screens. It was a time consuming process and resulted in a high number of errors. In a bid to minimise the mistakes occurring during picking and shipment and to enable fast, real-time, accurate and consistent transaction processing across the group's companies, Elektron approached a number of data collection solution providers. After considering several options, Elektron chose a Warehouse Management Solution from BEC.

### The Solution

Following a thorough process review, which involved carefully mapping Elektron's previous data capture methods with future needs for a new data collection and processing solution, BEC recommended eSmart Warehouse solution for IFS.

The solution was developed and tested at BEC's headquarters, with onsite implementation completed within a week at Elektron's warehouse sites. eSmart Warehouse has fully automated warehouse picking and packing operations, allowing for increased accuracy and productivity. The system integrates with any ERP and has allowed Elektron to introduce paperless working. It can also support multiple warehouses and is fully configurable to suit individual business needs. For Elektron's purposes it was the ideal solution, because it could fulfil all their data collection needs and requirements.



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**Sunil Solanki**

Group Infrastructure Manager

## Results

Running on ruggedised handheld computers, BEC's solution has transformed Elektron's picking procedures, ensuring high levels of accuracy and bringing a great improvement to overall customer service levels. Pickers now work much more productively and efficiently, which has helped Elektron to reduce their warehouse resourcing costs.

"The new solution from BEC has completely changed how we work. Picking errors have been significantly reduced and our overall warehouse processes now run much more smoothly and efficiently across our entire organisation. We have improved relationships with our customers and can provide improved levels of service," says Sunil Solanki, Group Infrastructure Manager at Elektron.

He adds, "We have been highly impressed with BEC's consultative approach and process-driven analysis. They have a strong track record within the warehousing and distribution sector and we felt we were in safe hands. I was particularly impressed with the fact that we could call BEC at all hours to receive technical assistance if required."

Looking ahead to the future, Elektron plans to roll out BEC's solution to other sites in the UK and the USA.

### In summary: BEC's Added Value

- ▶ Helped Elektron move from paperless working to real-time automation
- ▶ Future proof and internationally scalable technology solution
- ▶ Ensured accurate and consistent transaction processing across the group
- ▶ Ensured high levels of user acceptance and smooth project implementation.

