

Canon's Automated Data Capture Solution

The Problem -

Recently, Canon Business Solutions-Southeast engaged BearingPoint, a business consulting and systems integration leader, to assist with its enterprise resource planning (ERP) implementation of the Oracle 11i E-Business Suite. A critical requirement of this integration involved the creation of an automated data capture solution for this division's distribution facilities. At the time, Canon Business Solutions-Southeast ran independent operational systems at its main equipment and supplies distribution center and regional warehouses strategically located throughout the eastern United States. The varied systems and paper-based processes in these facilities presented implementation challenges that needed to be overcome to maximize the benefits of the Oracle solution. Canon Business Solutions processes a high volume of transactions related to material movement. Each printer or copier sold, and many are build-to-order (BTO), includes a number of major components.

A significant percentage of Canon's shipping activity occurs in the last few days of the month, which results in an influx of activity in the warehouses. In addition, ongoing parts and supplies orders are shipped regularly to Canon's widely deployed field service technicians for maintenance and repair of installed equipment. The main distribution center in New Jersey maintains a considerable number of parts, and a significant volume of orders is filled daily. Parts and supplies are stored in tiny bins, and warehouse workers pick and sort using manual, paper-based processes. With a large and sometimes sporadic volume, the existing system proved to be inaccurate and inefficient.

To address these concerns, Canon Business Solutions and Bearing Point selected the experts at Symbol Technologies to address the need for hardware for a real-time data collection system to enhance material movement, shipping and receiving transactions. Datavision, Inc., a Symbol Solutions Partner and Oracle partner, delivered the necessary hardware and system integration expertise. This enabled Canon Business Solutions to fully capitalize on the operational efficiencies provided with the Oracle 11i E-Business Suite.

The Solution -

The Symbol and Datavision solution involved the implementation of the Oracle Mobile Supply Chain Applications (MSCA), which was already available to Canon Business Solutions as part of the Oracle 11i E-Business Suite. Oracle MSCA uses Telnet over TCP/IP to deploy standard functionality over a wireless network to portable handheld data terminals without the need to place servers in each warehouse, and it also provides for full shipping, receiving and printing integration functionality.

For the real-time data collection system, Canon Business Solutions selected PDT 6846 portable data terminals and P300FZY bar code scanners from a complete line of Oracle-certified devices available from Symbol. All of the mobile computers offer maximum rugged mobility for tough, industrial environments. For scalable connectivity and enhanced wireless networking, the company chose the Spectrum24@; 4131 Access Point, also from Symbol. The PDT 6846, a lightweight ergonomic device with a large-capacity battery to ensure ample power for full shift use, is ideal for warehouse workers. The P300FZY offers enhanced performance to quickly and accurately read damaged, dirty and poorly printed bar codes, commonly found in rugged industrial environments. The 4131 Access Points from Symbol provide secure wireless access and eliminate the expense and time of wiring in the warehouses. Each access point supports up to 127 clients with WiFi-CERTIFIEDTM IEEE 802.11b client cards.

For the software and hardware integration, Datavision's Oracle Mobility Services Group's expertise was instrumental in providing Canon Business Solutions with a seamless transition to an Oracle RF environment. One of the keys to the success of the project was Datavision's ability to decode and work with Canon Business Solutions' custom bar code symbology by creating a customized extension to the Oracle MSCA software. Datavision also delivered comprehensive services that included gap analysis, security assessment and recommendations, Oracle MSCA software installation and configuration, terminal emulation modification, mobile screen customizations, bar code label design, software printing and labeling software integration and training, in addition to assistance with business process mapping.

The Benefits

From the improved operational efficiencies and workflows to the increased accuracy of order fulfillment, this integrated mobility solution is expected to help Canon Business Solutions-Southeast realize future reductions in inventory write-offs, total inventory and warehouse space requirements. "Symbol and Datavision worked as partners to deliver the best Oracle RF solution for our Southeast operations, taking into consideration our plans to expand this system into other regions," stated John Grabowski, IT Manager, Canon Business Solutions-Southeast. "Further, we will be able to fully leverage and extend the Oracle RF environment throughout our operations. The powerful warehouse and distribution center mobility solution from Datavision, Oracle and Symbol enabled Canon Business Solutions to achieve project implementation success and a consistent Oracle operating platform. The company expects to extend this integrated wireless material movement solution to other regions in the next year.

Partner Profile: Datavision

Datavision is a leading full-service integrator of wireless data and voice solutions. The company's unique approach is to design, integrate, customize, secure, and support automated data collection systems, including Oracle WMS and MSCA - from the backbone to the mobile worker. Datavision's customized offering of hardware, pre-installation consulting services and post-implementation customer support services provides a single point of contact for customers seeking solutions for a full range of demanding mobile environments. With its corporate headquarters located in Warminster, Pennsylvania, Datavision's 122 employees help to grow and support a worldwide customer base of ERP, IDC and warehouse, healthcare and education customers. For more information about Datavision and Datavision Oracle Business Solutions, please visit www.datavision.com/oraclewms.

About BearingPoint, Inc.

BearingPoint, Inc. (NYSE:BE), formerly KPMG Consulting, Inc., is one of the world's largest business consulting, systems integration and managed services firms serving Global 2000 companies, medium-sized businesses, government agencies and other organizations. The company provides business and technology strategy, systems design, architecture, applications implementation, network, systems integration and managed services. Comprehensive service offerings are designed to help clients generate revenue, reduce costs and access the information necessary to operate their business on a timely basis. BearingPoint's global headquarters is in McLean, Virginia. For more information, visit the company's website at www.BearingPoint.com.