

# Sony likes the sound of HHP's scanners

Reliable warehouse data plays a key role in the efficiency of a supply chain. That's why Sony UK's Consumer Electronics division has invested in a new, automated inventory and stock control system that uses **IMAGETEAM™ 3875** scanners developed by HHP, the world's leading provider of image-based data collection devices.

The scanners are being installed at Sony UK's Consumer Electronics Repair Centre. The centre has a workforce of 65 people, who are responsible for handling repairs for both internal customers and trade and retail clients. Some 35,000 units are repaired each year, and the entire process is managed by Gold Service Manager (GSM) software, supplied by PC Corporate Systems (PCCS).

PCCS is an ISO 9002-accredited company that specialises in software development. Its GSM package is used in the Repair Centre's large warehouse facility, to track all repairs. However, inventory and stock control in the warehouse were still carried out by hand – which is why the centre asked PCCS to source some suitable scanners.

Jeremy Nako, Managing Director of PCCS, says: "We carried out extensive research, because we needed scanners that could capture data from the warehouse and could also communicate with the GSM software to confirm the validity of data. Upon the recommendation of Codeway Limited, it was agreed that the best solution would be IMAGETEAM™ 3875s." Codeway provided us with an IT3875 for initial development and demonstration to Sony, and also a good level of technical and service support.

The IT3875 is a versatile, low cost, entry-level cordless scanner that can be used for a wide variety of industrial applications. It is a high performance, truly interactive linear imager: it can view real-time messages from a host computer, and can send back scanned or re-keyed data. It is easy to use; ergonomically designed, and very rugged.



PCCS has written a number of scripts that can be automatically downloaded onto the HHP scanners, and used for communicating with the host PC to verify information, or for collating data onto the host PC for further analysis. Two IT3875s and a base station were purchased as part of a trial several months ago.

"The pilot project proved very successful," says Jeremy, "and the use of the scanners is now being extended throughout the warehouse. The IT3875s performed well throughout the trial, and made a significant difference to the speed and accuracy of data collection. Human errors can occur with any system, but the scanners can identify any mistakes that are made."

Jenny Ridout, Sony UK's Service Centre Manager, comments: "The scanners provided us with the functionality that we need in a robust package, and have worked faultlessly since the implementation. The original project objective was to speed up the process of stocktaking, and to eliminate errors. The combination of software from PCCS and hardware from HHP has achieved these objectives, and we are very pleased with the whole package."

Jeremy Nako adds: "PCCS is also very happy with the quality and performance of the IT3875s, and we have now standardised on HHP scanners. When we are recommending products to our clients, three things are important: reliability, performance and support. Our experience of these scanners and other HHP products we have evaluated has shown that our expectations are met on all three counts."



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