

Retail Fulfillment No Longer Kept Under WRAP

July 2013 - WRAP Distribution, located in Oxfordshire, UK specializes in warehousing, fulfillment, and access to discounted mailing services for a diverse client base in the retail and non-retail sectors. Founded in 1999, WRAP's goal has been to help growing companies to store products efficiently during their initial growth phase and to decrease or eliminate operational complications of picking, packing, and shipping for its retail partners. When WRAP needed help their inventory management, they looked to [Acrovision](#), "one of the UK's leading suppliers of automatic identification and mobile computer solutions" to recommend and provide them with all the necessary hardware to revamp their inventory management systems. Thanks to Acrovision and the dependability that Pioneer POS has always been known for, the [15" Pioneer POS Stealth-M5 all-in-one touch computer](#) was ready to help!



WRAP had been using a manual paper-based, spreadsheet system to process the orders and control their stock movement within their main distribution center. Although it worked well in the past, they wanted a system that would speed up the ordering picking process and provide real-time traceability reporting for both themselves and their customers. With WRAP Distribution now operating a number of distribution centers across the UK including a flagship 100,000 sq. ft. facility, they decided to design their own proprietary Smart Warehouse Inventory Management System (SWIMS) in-house. According to Mr. Ananth, Head of Infrastructure at WRAP, "Acrovision was initially selected as they understood our requirements immediately and offered a cost-effective solution. Their product knowledge is excellent and the ongoing follow-up support has been extremely professional." SWIMS was designed to provide both applications for mobile computers, plus host management software located on their central server.

Paul Cunningham, Director at Acrovision said that "Acrovision can do everything from product supply, replacement, repair, to full turnkey installations, supported with comprehensive after-sales and maintenance services. The business has evolved into automation and mobility divisions both having the same mission in optimizing customers operations by saving costs and maximizing profits." Paul also added that "Our pre-sales offering includes product advice and on-site trial, and we are official partners of all the major market-leading manufacturers. The Acrovision team is fully trained to offer the right product for the right application at the most competitive price, as well as being able to support our systems both pre and post sales." With that being the case, Paul had the perfect solution with the [15" Pioneer POS Stealth-M5 all-in-one touch computer](#), loaded with the SWIMS software that could be easily used at dispatch. The user scans the items to look-up in the database and then enters all relevant information. Chosen for its all-in-one design, state of the art specifications, inbuilt barcode scanning module and ease of use, the Pioneer POS M5 can do it all.

The [Pioneer POS StealthTouch-M5](#) is a 15" all-in-one touchcomputer powered by Intel's Atom, available up to Core 2 Duo 2.5GHz. The Stealth-M5 can be set up to run as a diskless and fanless thin client, reducing dust and grease intake and improving the life of the terminal. Connectivity consists of Intel 10/100/1000 BaseT network, 6 USB, 4 Serials, and 24-volts powered USB for devices such as a printer. Installed with Zebra GK420D printers communicating back to the host to provide real-time data and Motorola MC55A mobile computers used for all mobile order picking and

Case Study



stock movements, this was truly a complete hardware solution. The Stealth-M5 also has versatile design allows it to be configured to meet any application requirements and budget running as a thin client, utilizing solid-state disk or compact flash with Windows XP embedded. The Stealth-M5 supports several touchscreen technologies to meet any installation requirement thrown at it with: Resistive, Intellitouch SAW, InfraRed, or Capacitive. With its compact footprint, the M5 takes up very little countertop space and can easily be mounted on the wall or VESA pole.

“WRAP is expecting a return on investment within twelve months of implementation, with the largest return being in reduction of costs, improvement in efficiency, and higher customer satisfaction ultimately leading to more customers!” Paul concluded that “WRAP has been delighted with the immediate impact their new system has made with increased speed and accuracy of order process, improved labor planning with reduction in costs”. Not only did increased accuracy in orders result in higher customer satisfaction, but less refunds were required leading to increased satisfaction with online retailers. All this with an installation that only took only one week total to implement, and just one day of training needed for WRAP to completely change how they approach and manage their inventory management. Thanks to Acrovision and Pioneer POS, it looks like “that’s a WRAP” to another successful installation, and more importantly happy customers.

About Pioneer POS

Pioneer POS Inc. designs and manufactures a complete line of industry specific all in one computers, touch screen monitors, and kiosks. Founded in 1994 and based in California, Pioneer POS manufactures its solutions from start to finish in the USA which are deployed in Healthcare, Retail, Hospitality, and Gaming applications. Pioneer POS has built an exceptional reputation with its customers and reseller partners for superior flexibility and responsiveness to customer needs including short lead times, long product life cycles (minimum of 5 years), easy customization, and quick turnaround. Pioneer POS sells through qualified technology resellers throughout the US and globally.