



Case Study

Unitech & Tekstilpromet

Case setting:

- Tekstilpromet d.o.o.
- Croatia
- Retail
- PA962 and PA600
- Partner: INFO-KOD Croatia



Fashion awareness today is present in all aspects of our lives. It ranges from cars that we drive, films, music and literature that we like, food that we eat, clothes that we wear and the way we decorate our working and living places. All show a part of our character and personal attitudes. The primary activity of Tekstilpromet is wholesale and retail trade of textile products, supplying the market with quality products by following trends and needs. Since 1948, Tekstilpromet is headquartered in Zagreb and growing its business throughout the whole formal Yugoslavian territory. Today, Tekstilpromet is the leading company in the trade and distribution of clothes, home textile, textile production materials and gear. The company employs more than 1.000 employees in Croatia. More than 15 hubs in the different Balkan countries secure the supply chain with apparel and other soft goods on a daily basis.

unitech
because we care



“We are really happy and satisfied with the reliability of the Unitech products. Since 6 years we are using successfully the PA960 series and the PA600 series we continuously implement since two years”

Mr. Tibor Cuturilo, IT Manager Tekstilpromet d.o.o.

1. Customer specific need

The shopping concept of Tekstilpromet is shop in shop. The customers are resellers or very big end users (key accounts) who must be registered in the system with their own account number.

In the past the shop assistant was taking the orders of customers via a written form sheet. Afterwards the order was put into the ERP system manually to confirm the order and to register the delivery method (self pick up at central warehouse or delivery by Tekstilpromet). The order invoice needed to be paid at POS location. Because of this offline and manual system a lot of errors in the sales process occurred (wrong article, wrong quantity, etc.), but also in the warehouse because of wrong pickings, shipments and with inventory taking due to lost stock and shrinkage. Tekstilpromet identified the need for a more automated system which could reduce the error rate. The new system needed to be lightweight and durable as well, because of the amount of handling on a daily base. They asked INFO-KOD Croatia to think of a total solution answering their need.

2. The total solution

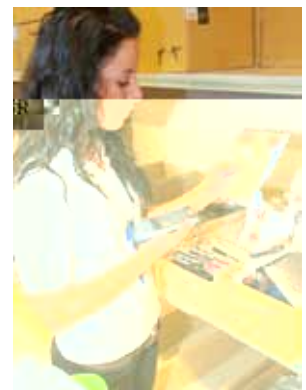
INFO-KOD Croatia proposed Tekstilpromet to use Unitech’s PA962 (and later the PA600) together with a software solution made by INFO-KOD Croatia. After some thorough testing during a pilot phase, Tekstilpromet found that the proposal for a mobile computer was the right solution to implement. Today each shop assistant is equipped with a Unitech PA600 mobile computer. Like the PA962, the PA600 is a rugged PDA, capable of reading all common barcodes and equipped with all wireless options such as Bluetooth and Wi-Fi. By using the PA600 the shop assistant is able to follow up the requests of customers instantly. Stock availability can be checked real-time and the employee can book orders from customers via the PA600 into the Oracle system online. Other processes now automated are local inventory tracking and after sales ordering to re-fill the shelves.

3. Benefits of the solution

With the automated system in place, Tekstilpromet has greatly reduced the error rate in their business processes. In fact, there is almost no failure rate anymore. Because of the great reduction in the amount of errors the new system delivered a very fast ROI to them. Customers now are served much better which increases the customer satisfaction in the end. Main reason is the speed by which customers are served. There are now also less disappointments regarding out of stocks, the latter because of the increased reliability of the inventory taking process. Tekstilpromet experienced the PA600 as easy to carry yet still a rugged device which was one of the key reasons of winning this project. Combined with the good and local support given by INFO-KOD and Unitech, such as fast response time, these proved to be the key decisions for Tekstilpromet go ahead with this total solution.



Tekstilpromet



Solution with product	PA962 and PA600 are used to reduce the error rate in processes such as order follow up, checking of stock availability and order booking. These mobile computers replaced the old paper, error prone system and greatly improved business processes.
Benefit 1	Failure rate has been reduced to a minimum
Benefit 2	The speed and reliability of inventory taking were improved
Benefit 3	Because of the total business process improvement, Tekstilpromet customer satisfaction has increased