



PILKINGTON

Case Study Pilkington AGR (UK) Ltd

Pan European rollout



The Symbol VRC7946 truck mounted terminal in use

Requirements

- Multiple site surveys
- Supply and commission
- Service support

The Solution

- Team working
- Resource deployment
- Deadlines maintained

Benefits

- Successful implementation assured
- Client reputation enhanced
- Integrated support

About the Company

Founded in 1826, Pilkington is recognised as the world's leader in glass technology. They are one of the largest manufacturers of glass and glazing products for building, automotive and related technical markets. Pilkington AGR (UK) Ltd specialises in supplying the automotive glass replacement market which was worth £2.8bn in 2003-4.

Requirements

The Barcode Warehouse had been supporting Pilkington in a number of applications for the past five years. The first contact was to provide a scanner solution to read a barcode through several layers of shrink-wrap. The solution proved to be a fuzzy-logic scanner from Symbol Technologies (Pilkington's preferred service supplier). A significant number of these scanners were supplied and implemented.

Due to a long-standing contact and support, Pilkington consulted The Barcode Warehouse about their SAP programme which they were planning to implement at twelve sites within the UK and Europe.

The requirement involved site surveying each site, supplying and commissioning the hardware, plus resolving any post-implementation issues.

The Solution

The Barcode Warehouse surveyed the first two sites in the UK and presented hardware proposals to Pilkington's Sabre Team, who are part of the worldwide SAP rollout. A close and dynamic working schedule was developed and the hardware was installed in 2002.

Additional sites across Europe have

been site surveyed as they come on-line, followed by supply and commissioning by the technical support team. All sites have required varying numbers of access points, forklift mounted terminals, tethered scanners and handheld mobile computers.

By the end of 2004 seven sites around Germany had been site surveyed, hardware installed and commissioned.

During October 2004 a newly expanded site in Poland was surveyed to determine additional hardware requirements. Further sites are due to be commissioned during 2005-6.

Benefits

Pilkington AGR (UK) Ltd wanted to pursue an aggressive rollout schedule. The Barcode Warehouse had the technical and logistical resources to deliver each stage of this pan European project on time and within budget. This helped reinforce Pilkington's position as the best-in-class service provider.

Following installation, service is provided by Symbol's network of offices and technical support expertise. The Barcode Warehouse enhance this solution by providing a five day return-to-base support package with hot-swap units being available. This ensures maximum uptime at all Pilkington sites.



The Barcode Warehouse Ltd
Telford Drive, Newark
Nottinghamshire NG24 2DX

T: +44 (0)800 043 6670
F: +44 (0)870 042 6121
E: sales@thebarcodewarehouse.co.uk
www.thebarcodewarehouse.co.uk