

Mobile Managed Services

0870 042 7620

services@thebarcodewarehouse.co.uk

8 hour

onsite
nationwide
response

24:7

helpdesk

BARCODE

WAREHOUSE



Whatever your business - we can help you.

From humble beginnings, we have grown to become the UK's leading solutions provider, helping our customers to maximise productivity and profitability. Our four specialist business divisions provide the right solution, whatever your requirements.

Consumables: Manufacturing in excess of 1 billion labels, tickets and tags per annum. Specialist label bureau service.

Direct Sales: Consultative telesales team. Highly trained to give advice on correct product choice. www.thebarcodewarehouse.co.uk, the best performing website in the industry.

Solution Sales: Key solution partners for Voice, WMS, Mobile Worker and RFID. Solutions for document tracking, mail handling, compliance and asset tracking. Telematics and Airtime provision.

Mobile Managed Services: Authorised repair centre for Toshiba, Citizen, Datamax and Zebra printers. Field based service team providing a nationwide 8 hour on site response. Dedicated Technical & Procedural Helpdesk support for contract customers, encompassing full lifecycle product & application management.

The business has ISO 9001:2000 Quality Management System standard for the manufacture of labels, tickets, tags and consumables. Supply, installation and maintenance of thermal printing equipment, barcode scanners and verifiers. All areas comply with ISO 27001:2005 for Information Security Management Systems.



Solution Sales

0870 042 8971

solutions@thebarcodewarehouse.co.uk

250,000
products sold
in the last
three years



Through our comprehensive knowledge of consumables production, we pride ourselves on being able to advise our customers on using the right products to match their particular needs.

This means we can provide the correct labels, tickets or tags for virtually any application, from packaging, product, asset tracking, shelf-edge and chemical drum labelling through to healthcare, lab testing, security, cold storage or freezer environments.

As an ISO 9001:2000 accredited business, we have an ongoing commitment to quality. This is mirrored by our materials supplier, Smith & McLaurin, who also have ISO accreditation, as well as being the first company in the world to gain dual chain of custody certification under the highly respected FSC and PEFC schemes.

Protecting the environment has always been important to us. That is why the inks and paper stock used throughout all the production processes are supplied by companies who have ongoing programmes for the development of materials and adhesives that are biodegradable.

With full in-house label, ticket and tag printing and converting, we respond quickly and effectively to short, medium and high run labelling requirements.

If a customer needs labels straight away, we also hold a range of ready-made labels in key sizes to fit most desktop and industrial thermal printers. These can be ordered online from our website, for next day delivery.

“We ensure your consumables reach you on time, every time.”



Direct sales

0800 043 6670

sales@thebarcodewarehouse.co.uk

No.1
website in the
industry

140,000
page views
per month

Our direct sales team specialises in advising on, and selling, hardware, off-the-shelf software packages and all relevant accessories.

Each member of the team is highly trained and knowledgeable, enabling every single enquiry to be carefully quantified.

Where the customer is looking for consumables or a complete solution, the direct sales advisors will liaise with the relevant department to make sure the customer gets the most suitable products for their particular application and environment.

With 140,000 page views, 36,000 visitor sessions and 21,000 Google referrals per month, we have the industry's leading website, offering our huge range of hardware, software and consumables.

The site is constantly evolving to ensure that visitors can see the very latest products, including accessories. It also contains customer case studies,

a resource centre and enquiry feedback sections for products and general customer questions.

Customers also have the option of buying directly from the website using the secure online facility.

Direct sales play a key role in making sure that customers are helped to make the right choices for their individual requirements, based not only on product choice, but also being mindful of budget and the best return on investment in terms of increased productivity and efficiency.

Being vendor independent, the team are able to specify products from a wide range of leading manufacturers, including Motorola, Zebra, Toshiba, HTC, Palm, Intermec, Datalogic, Epson, Citizen, HP and Panasonic.

**“Whatever you need,
our trained advisors
are here to help”**



Consumables

0800 043 1100

consumables@thebarcodewarehouse.co.uk

over 1bn
labels, tickets
and tags printed
per annum

Where customers are asking for a total solution that includes hardware, service, consumables and software development, our solution sales team provide the focus and knowledge required.

Each member of our team has different skills, ranging from technical sales, software development and programming and installation, to hardware advice and technical support. These skills enable us to engage with our customers to design wireless network systems, carry out RF site surveys, develop and integrate software and perform system health checks.

Our practical experience of key projects within a wide variety of environments means we are best suited to discuss the customer's objectives, whether it be in manufacturing, warehousing, transport and logistics or in healthcare, local government, leisure or retail.

From consulting, presenting product demonstrations (with manufacturer support if required), loan equipment and sample consumables, application programming and ultimately to completing the install at the customer's premises.

By bringing together the latest mobile computing products, coupled with applications running in real-time, we can also offer solutions for the growing number of remote workers throughout the world. With such systems, we really can offer the complete solution, including web-enabled software solutions and airtime.

It goes without saying that all the necessary training and support often required with larger and more complex solutions can also be facilitated, either at our premises or on site.

Major investments in technology are not always easy to gain financial approval. Being mindful of this, we are able to offer flexible leasing packages, thus avoiding large capital expenditure.

“Helping you to maximise your investment”





Protecting your investment in technology is one of our key considerations. Our mobile managed service provision benefits from continuous investment, ensuring that our customer's solutions receive the very best support from day one.

Call control, customer account management, escalation procedures and quality control are always handled efficiently and professionally.

Being an authorised service centre for Zebra, Toshiba, Datamax and Citizen, we are able to carry out repairs and refurbishments, with options from return-to-base repair for non-critical items - right up to fully managed service support with an 8 hour response and a 24:7 helpdesk facility.

The mobile managed services are about much more than just repairing hardware when it breaks down. Device procurement & provisioning means that all devices can be checked and logged into management software by serial number and asset labelled. Operational settings can be configured prior to loading client licences and the customer's application software.

For large numbers of devices to be deployed to one site, deliveries can be made using our own transport and accompanied by a technical support advisor.

A comprehensive service log is recorded against every device throughout its life cycle and our dedicated helpdesk provides technical hardware support and management of replacement devices.

Device replacement and re-deployment can be carried out, with back-up units also held in each of the field service vehicles around the country. The helpdesk is instrumental in managing this service and ensuring the service vehicles hold the correct model of hardware.

We make use of Remote Management Agent (MSP from Motorola), a device management tool which works across a customer's LAN. The management server can be located within the customer's network with remote access provided to the helpdesk.

Customer's Application telephone support, operating 24:7, for customer's applications, can be provided giving 1st & 2nd line support with 3rd line support being managed through the customer's software provider.

“Get complete peace of mind with our flexible managed service”

