

25 years delivering dependable, global QAD Data Collection

## THE COMPANY

Over 50 years old and operating on a global scale, the Capital Safety Group is the largest company of its kind in the world, focusing specifically on fall protection.

'We specialise in providing equipment with the ability to arrest a fall from height' explains Vice President Operations EMEA, Ian Bannister, 'to stop people killing themselves if, for instance, they fall from an oil rig; the body harness, the lanyard, the karabiner that hooks that person onto a secure fixing on the superstructure.'

Today, employing some 2000 people and with about 70% of the company's operations based in North America, Capital Safety's focus is on industrial rather than recreational applications of their equipment, with building sites and construction currently accounting for some 40% of its business.

With new legislation now undergoing ratification in America to the effect that any activity taking place more than 6ft off the ground must have fall protection, Ian Bannister considers that the organic growth he targets for the Capital Safety Group will occur perfectly naturally over the next few years.

**On 10 million Euros worth of stock last year, we were inaccurate by just 500 Euros.**

Ian Bannister, VP Operations-EMEA-  
Capital Safety Group Ltd

- Capital Safety invests in new technology to improve customer satisfaction
- Implemented Eagle Barcode system in just 6 weeks
- Improves stock accuracy and traceability



'From the Health and Safety point of view, the market's not going to shrink' considers Ian Bannister. 'No one's going to relax Health and Safety laws, and I can envisage new, more stringent legislation spreading on a global scale. Two years? Five years? That's what I mean by organic growth.'

We'd like Capital Safety to grow by over 20%, and we have the range of products ready...'

**Our overriding concern is customer satisfaction. Our customers don't care about the manufacturing side of our business, but our warehouse operations have to be able to deliver to a promised date. Full stop.**

Ian Bannister, VP Operations-EMEA-Capital Safety Group Ltd



Automotive



Consumer Products



Food &amp; Beverage



High Tech



Industrial



Life Sciences



QAD

SOLUTION PARTNER

## THE CHALLENGE

Capital Safety doesn't sell directly to the end user. Rather, it will approach the end user and make all the brand, marketing, product, features and performance presentations and then, if they're interested, give them the company's preferred distributor list.

'Our distributors are our customers, and our prime driver all the time is customer satisfaction' explains Ian Bannister. 'Most of them are at least dual source, giving the end user a choice. So our job, in a nutshell, is to ensure that what we invest in gives them a better service, makes it easier to do business with us and, hence, persuades them to take a higher percentage of stock from us.'

Wishing to invest in technology to help with both customer service functionality and customer service empathy, then, Capital Safety instigated a web-based survey backed up by meetings and conversations with a wide range of its key European distributors.

This customer feedback quickly established that the number one priority was for a packing list, and to clean up the packing slip. Most Capital Safety distributors already have bar coding, but it was felt there was a further need to move away from typed or hand-written labelling.

So, first and foremost, customer preference drove the need for automation of the bar coding. The customer wanted to see a level of professionalism in Capital Safety's documentation; the immediate benefits being stock accuracy, and



through the transposing of a serial number on the package to their system traceability.

The lesson we have learned from this exercise is not to try and second-guess what the customer wants' considers Ian Bannister. 'Sometimes what the customer actually wants is the smaller things in life ... Not necessarily price, or quality-related, just some easier functionality.'

## WHY EAGLE EUROPE LTD?

'The ERP system used at Capital Safety is QAD, one of a number available' explains Ian Bannister. 'It relates to our second phase of service improvement, which was automating processes for our customer services team.'

If you buy something from Amazon, by the time you've placed the order via your computer, you've had an email from Amazon thanking you for your order. We didn't have such a system in place, and sometimes the acknowledgement could follow several hours or even a day later.

We brought in a firm of IT consultants to help with this which, in turn, raised the packing list issue. The IT consultants recommended Eagle, whom they had used before. Our CEO, who lives in America, was told that, to go down the QAD route, Eagle is the de facto organisation to go to.'

**Pure reputation. Why would we want to go anywhere else?**



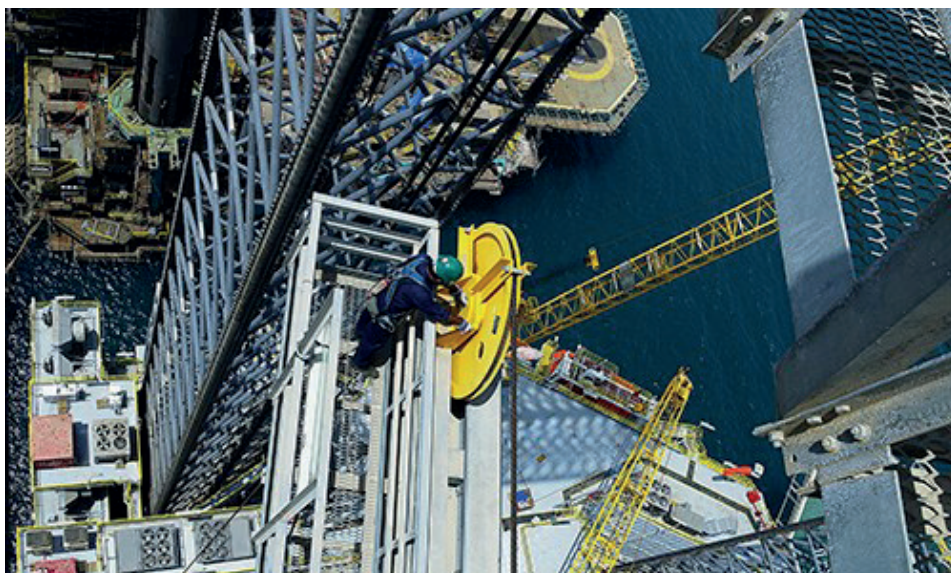
## HOW EAGLE MET THE CHALLENGE?

Eagle started engaging Capital Safety in April 2013, where key objectives for the data collection project were understood and a plan put in place to achieve these goals using the RF Express software. The project was to run in conjunction with Capital Safety's ERP upgrade to QAD 2011 SE.

Objectives for the initial phase were to help Capital Safety gain improved inventory traceability and accuracy in the picking and packing of sales orders and, in addition to this, increased data visibility by scanning both item and batch numbers in the reception and material handling processes. The scope of the RF solution was from purchase order receipt to the sales order pick of finished products.

Following implementation, operators were able to receive items into either a goods in location or if specified an inspection location, print a receiver note (if required) and create barcode labels for box identification all in the one program, and all with the use of a handheld scanning device. This removed reliance on slow and error-prone manual recording offline. Where a receipt label was required a barcode label was printed containing the part number and batch (lot) number as barcodes and in human readable the quantity, PO number, receipt date and receiver number.

Central to all processes was to ensure the traceability of key stock items at serial number level. Before using RF Express, all goods were controlled at batch level only. Now using RF Express operators are able to scan the picked serial numbers for specific batches. These serial numbers are now available for printing on any shipping document and visible in the transaction history of the QAD ERP system in real time.



All transactions were previously time consuming manual operations but now RF Express provides a real time picture of receipts, inventory management, cycle counts and picking – all improving stock accuracy. Capital Safety went live in early June, within 6 weeks of commencing the project.

'The project went really well' considers Ian Bannister. 'Like any project, you want somebody internally who's passionate about it, which I had. And you need somebody from Eagle's perspective who knows what can and can't be done, how to implement the product, and how to get the two of them to work together as a team.'

**Nothing gets implemented 100% perfectly first time, so an organisation's ability to manage and organise the exceptions is important. Every issue was dealt with promptly and professionally by Eagle, and the budget and time scales were spot on.**

## THE RESULTS

The installation by Eagle Europe Ltd of RF Express data capture technology for QAD Enterprise Applications prompted Capital Safety to build a wider business case around internal efficiency. What began life as a customer-driven need led to a closer look at the expansive opportunities of bar code automation.

In doing that, Capital Safety discovered one quite discreet, but key benefit that the company hadn't even considered, and that is the system itself forces users to correct something that is wrong. It cannot be overridden. If the

stock is wrong, it must be corrected before the order can be processed.

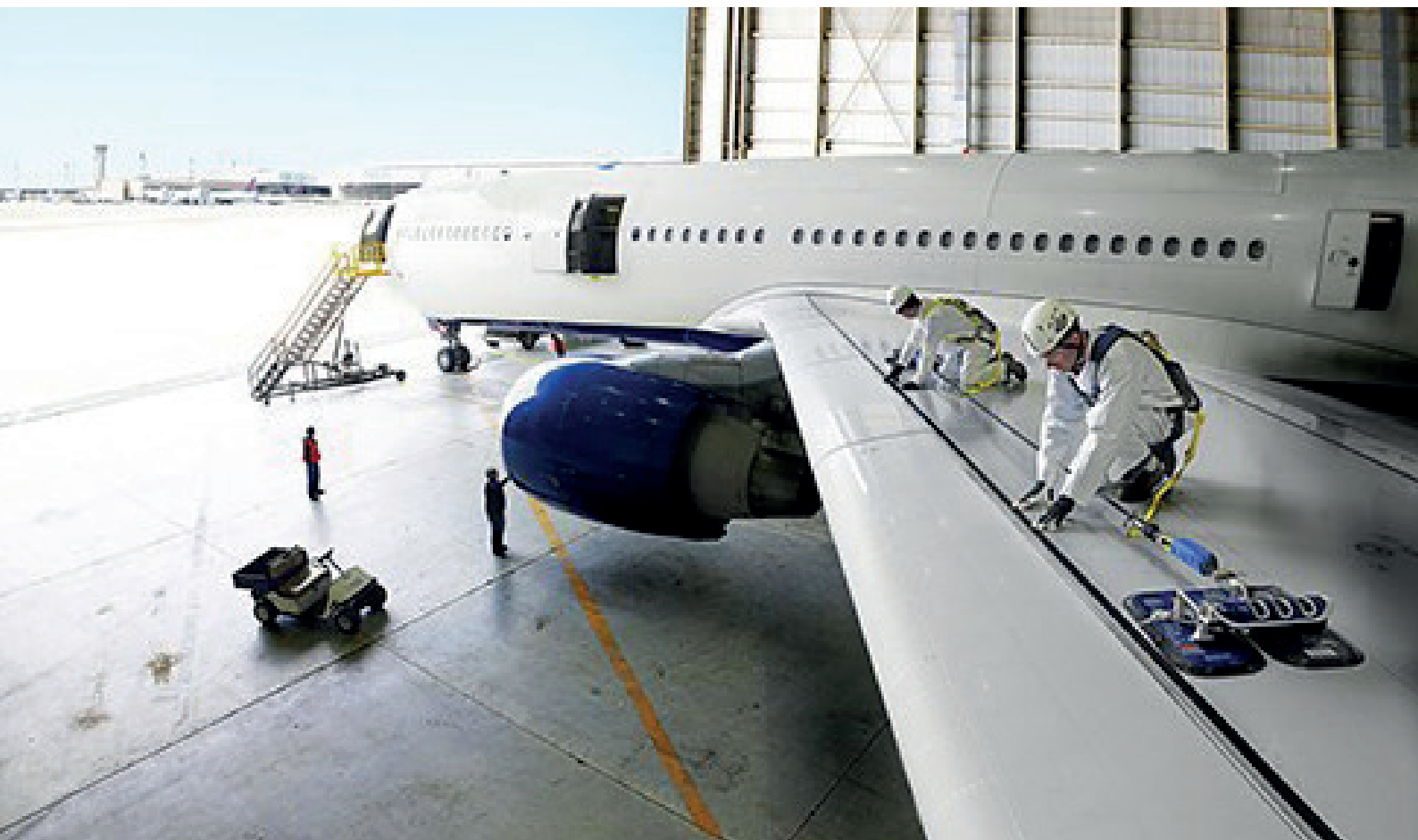
So, although the bar coding has created greater transactional efficiency, more significant to Capital Safety is the correction of stock positions in quantity terms.

'We've effectively ploughed the efficiency saving back into something which is really important to us, which is stock accuracy' says Ian Bannister. 'On 10 million Euros worth of stock last year, we were inaccurate by just 500 Euros. More importantly, if your stock is inaccurate, you cannot

deliver on your promised date, which means you cannot deliver customer satisfaction.'

## ABOUT EAGLE

Eagle Europe provides electronic data capture solutions for companies using QAD Enterprise Applications. Eagle are QAD's Alliance Product Partner for data collection with the class leading product RF Express® for QAD Enterprise Applications.



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