



# Customer Snapshot: AGS Group Inc.

## Customer Profile

AGS has been meeting the gasket, packing and sealing product needs of industry since 1979. By using cutting edge technology, AGS provides a wide range of products and provides its customers with high quality parts and services. AGS offers complete gasket manufacturing capabilities and a full complement of stud and nut supplies. They also carry a complete line of instrumentation products and state-of-the-art CNC laser fabrication facilities.

It is the breadth of their total corporate product and service profile which allows AGS to provide productivity and efficiency benefits to help maximize customers' profitability.

## Situation: Unresponsive Vendors

AGS Group managed an 80,000 square foot warehouse using a paper based system. Over twenty warehouse employees had to rely on their memory to locate products needed to fill their orders.

AGS's warehouse was categorized by product type and the order fillers had to search through the aisles for products similar to what they were trying to ship. Relying on their staff to locate product by memory and paper proved to be an ineffective way to operate. With no electronic way of tracking the picking lists once they had been printed, AGS Group was also challenged by lists that were inaccurate, would go missing or be accidentally printed multiple times.

AGS group recognized that they needed a system that would help them better manage their inventory and increase customer service levels. Getting the product and service they needed from their previous hardware vendor proved to be challenging in rolling out their solution.

## Solution: A Paperless Warehouse Operation

AGS Group purchased and implemented a warehouse management solution using local hardware and software suppliers in 2001.

Warehouse employees are now equipped with wireless handhelds to pick orders for assembling. Once the final product is ready it is then shipped to the customer and all phases of their assembly processes are recorded into their warehouse management system. There was no longer a need for paper recording or manual data entry.

Over the next six years AGS relied on a local company to support, repair and supply bar coding equipment. Over that time the company missed many deadlines, was difficult to contact and missed important service contract dates.

In 2007 qdata became the sole supplier of maintenance, service and supply for bar coding products to AGS Group. With qdata's hardware and service solution AGS Group immediately saw an increase in service response levels.

The qdata solution, currently being used in both warehouses includes a wireless access point, Motorola MC9090 mobile computers and SATO and Zebra wireless printers. The main criteria for the mobile computers were "ease of use, advanced data capture options and an integrated wireless LAN/PAN," said *Dwayne Ellis, CIO of AGS Group*.

The use of Motorola's MC9090 mobile computers, have eliminated their existing paper system. Multiple employees can now work on one picking order. The MC9090 tells them what and where to pick. They are able to scan and verify inventory in real-time instead of referring to paper worksheets.

For AGS Group, in-aisle printing with Zebra's QL420 and SATO's CT400 and CL408e mobile printers enables warehouse employees to be more efficient, they can now print "error free" labels on the fly.

With the Motorola AP 5131 Wireless Access Point and inventory software, operating costs have been reduced dramatically as the entire workforce is no longer required to be involved in the inventory management process and it takes a fraction of the time, saving time and thousands of dollars per year. Accurate visibility of the available stock has improved significantly.

AGS has since doubled its warehouse capacity to close to 200,000 square feet in two different locations. Equipment was moved seamlessly over to the new warehouse with absolutely no issues. qdata was able to quickly supply new equipment and expertise to allow for this expansion.

"Without proper hardware service and support, our warehouse system that AGS relies on would be inoperable and AGS would no longer be able to service its customers" *said Ellis*.

### Customer Satisfaction

"As a CIO, I find it very rare to find a vendor that does everything they promise without an issue. To date my customer experience with qdata has been flawless. qdata has become my go to vendor for all my bar coding needs, from service to hardware to the latest product information. With qdata you are guaranteed a fast-turn around time and a great customer service experience."

- *Dwayne Ellis, CIO - AGS Group*

**Results: Costs have gone down and Productivity has gone up**

- Decreased operating costs - 22 warehouse staff to 15
- Real-time visibility into warehouse inventory levels
- Increased speed and accuracy
- Better customer experience
- Improved turn around time on product repair by utilizing qdata's regional offices

### Partners



### Products/Solutions

- Motorola AP 5131 Wireless Access Point
- Motorola - MC9090
- Motorola - LS4278 Scanner



- SATO Printers - CT400 and CL408e



- Zebra QL420 printer



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