



#### **AGENDA**

- Analytics Impact vs. "Buzz" Words
- Why Should You Care?
- Disruptors/Responses/Questions/Closing the Gap
- AIDC Optimization
- Operational Data Integration
- Use Case Example

## FIND WHAT'S NEXT. A P U L



## Today's Reality: 10 Supply Chain Disruptors

E-Commerce	Relentless Competition
Mass Personalization	Urbanization
Mobile / Wearable Computing	Sensors / Internet of Things
Robotics / Automation	Big Data / Predictive Analytics
Sustainability	Changing Workforce





## 4 Ways to Respond to Disruption











## Choosing to Dive Right In? <u>ASK</u>

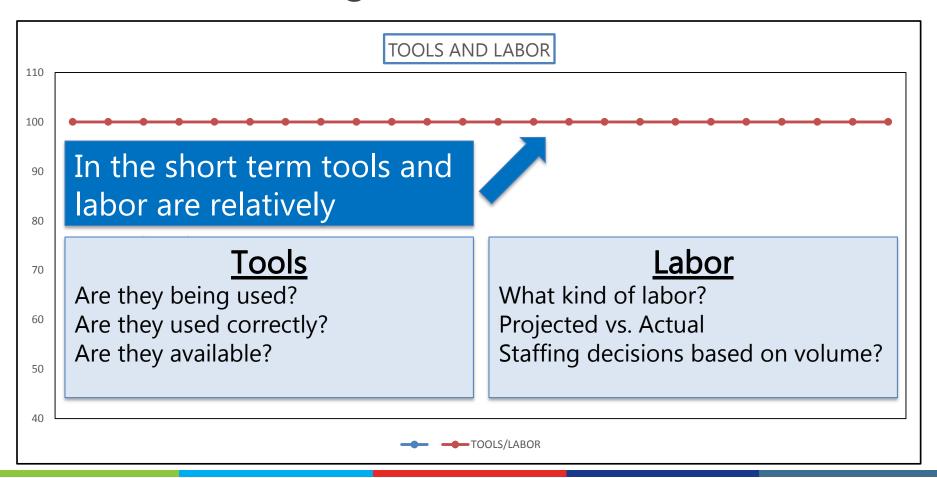
- What are we solving for?
- What analytics tools are available?



## FIND WHAT'S I V Q N V E NEXT. A P U L W E S W D R



### What Are We Solving For?

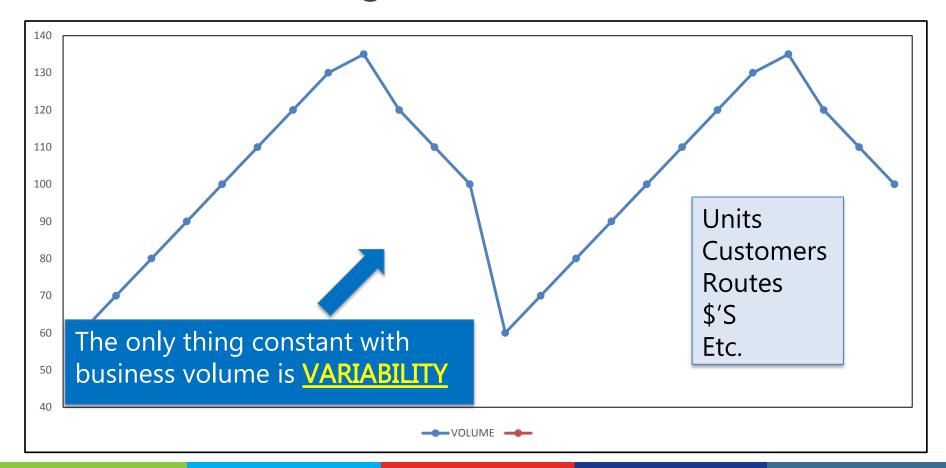




# FIND WHAT'S I VQNVERPE NEXT. A PULWESWORAWS



## What Are We Solving For? Business Volume

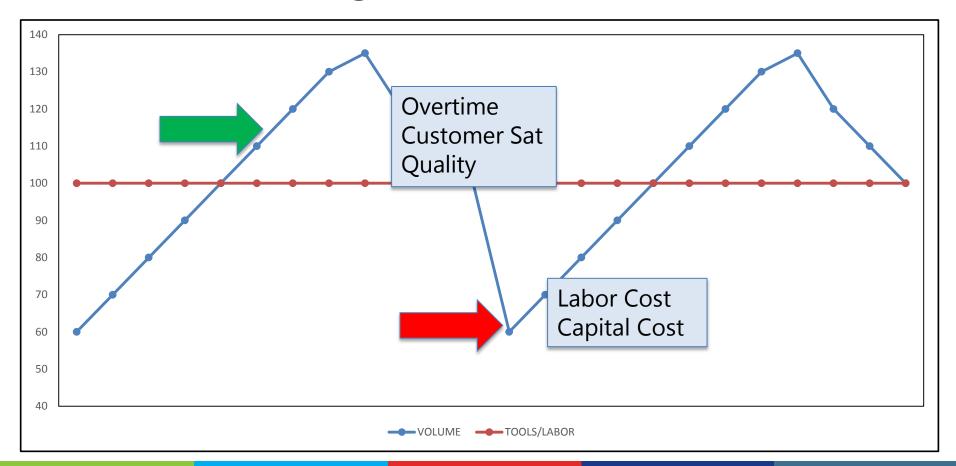




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## What Are We Solving For? Volume vs. Tools and Labor

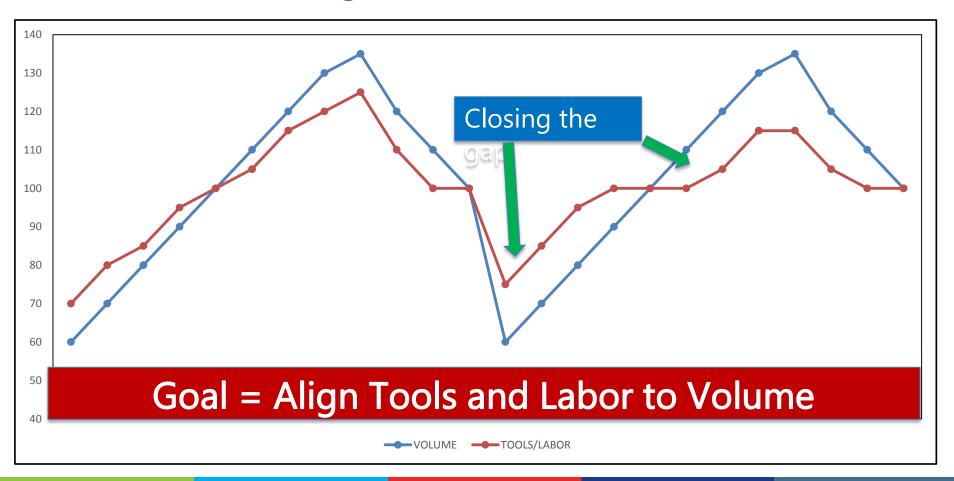




# FIND WHAT'S I V Q N V E R P R NEXT. A P U L W E S W D R A W S



## What Are We Solving For? Volume vs. Tools and Labor







## 2 Categories of Analytics Closing the Gap

## **AIDC Optimization**

- Better Products
- Greater Adoption/Predictive
   Support/Effectiveness

## Integration of Operational Data

- Labor Full Time/Par Time/Temp/Overtime/etc.
- Volume Customers/Product/Procedure/etc.



## **Analytics Tools: AIDC Optimization**

- Dashboards & reporting tools Availability/Timing
- Deployment performance analytics Adoption
- Root cause issue analytics Prevention
- ROI measures Continuous Improvement
- Diagnostics / Fault resolution Predictive



## **Analytics Tools: AIDC Optimization**

- Tight application integration Full view
- Application performance analysis –
   Effectiveness
- Processes performance analysis -Who/How/What
- Continuous improvement cycle Impact





## **Integration of Operational Data**

#### Labor:

- Full Time
- Part Time
- Temp
- Overtime/etc.

#### O Volume:

- Customers
- Product
- Processes







## **Analytics Tools**

- Production Data (Volume)
- Integrated with Labor / Cost / Customer Data
- Timely: Daily vs. Weekly or Monthly
- Support Decisions
  - Staffing: Timing/Type/Quantity
  - Capital Expenditures

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## Remember These Supply Chain Disruptors?

<u>'</u>	Faster / Better (data) Decisions
	Leverage Investment
Computing	

Big Data / Predictive	Beyond the buzzwords
Analytics	

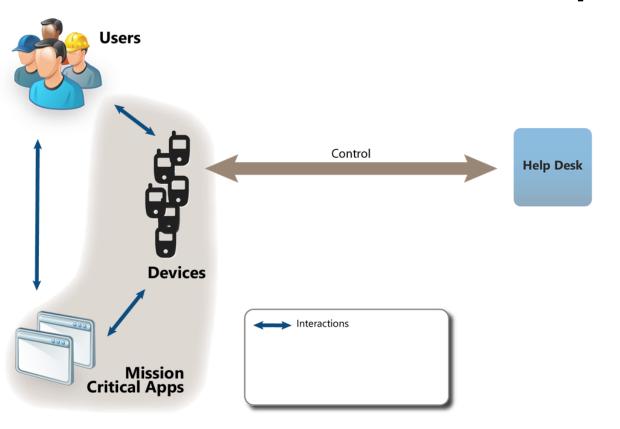
Changing Workforce	Leverage HR/Payroll data
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# Use Case Example



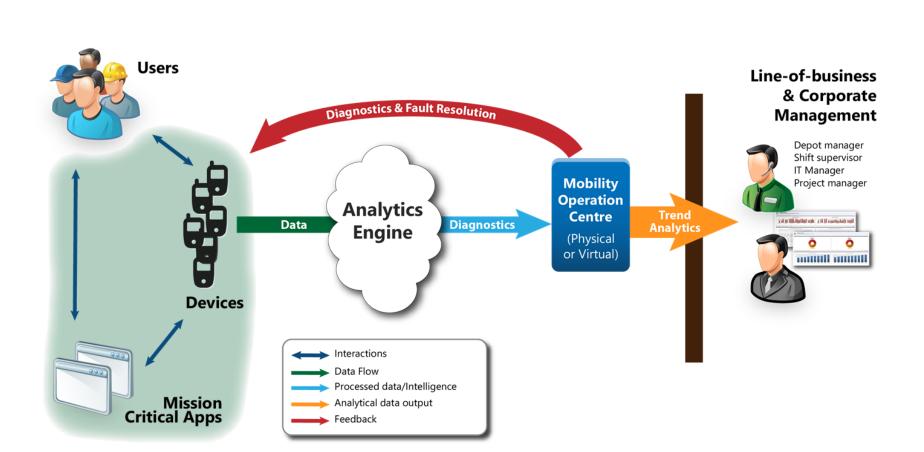
Line-of-business & Corporate Management





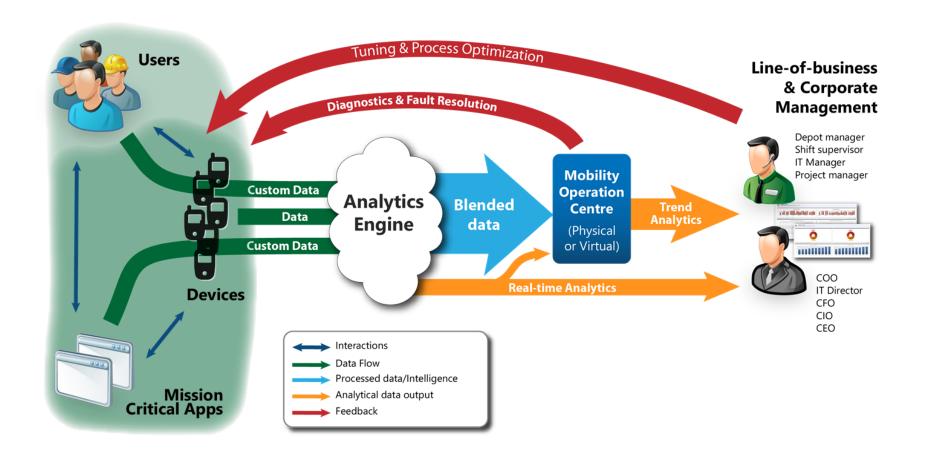
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## **Detailed Battery Analysis**

- Preventative battery management
- Safeguards that devices and batteries are fit for purpose
- Proactively swap out end-of-life batteries
- Ensures that workers are following recommended charging disciplines
- Improve worker productivity





# FIND WHAT'S



## **Example: Worker Productivity**

Measure and understand negative impacts to worker productivity by ensuring:

- That devices and batteries are fit for purpose
- Network infrastructure supports solutions
- Other productivity impacts are identified

### Remove these obstacles to productivity

Identify location with issues and target them for improvement

Proactively swap out end-of-life batteries "Pro-actively swap network providers





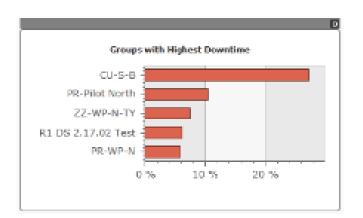
## **Example: Worker Productivity**

- Implement benchmarks and best practices
  - Identify location with good metrics
  - Target locations with poor metrics
- Measure ROI
  - Worker downtime
  - Operational Cost
  - Business Process Inefficiencies

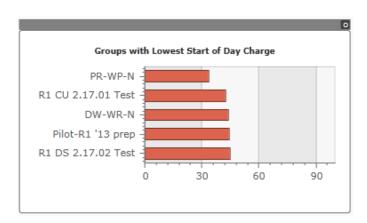


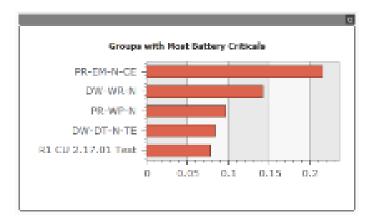






Measure locations/ groups. Find the most downtime, lowest charges at the start of the day, and most battery criticals.



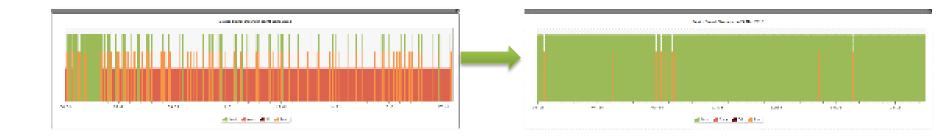


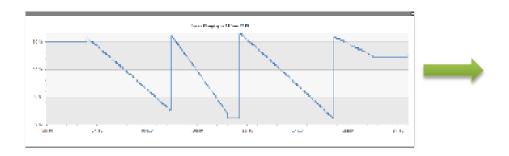


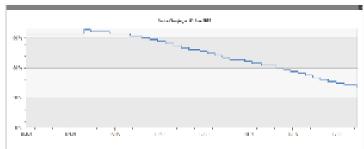




## **Example: Worker Productivity**







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	CASH (REVENUE)	COSTS (REDUCTION)	CUSTOMER (EXPERIENCE)
EFFICIENT	More with the same	More with Less	More Timely
ACCURATE	Fewer Return	Less Labor	Right Product / Right Time
CONNECTED	Lower DSO	Less Paper / Manual Entry	Better Visibility (Think Amazon)







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