



# SUPPLY CHAIN SOLUTIONS

## ● ABOUT US

TouchStar Technologies has been supplying Mobile Computing solutions to the logistics sector since its inception in 1985. 'Blue Chip' organisations such as Coca Cola Enterprises, Wincanton Logistics, Morrisons, Calor, BP and Total have benefited from a highly professional approach to project fulfilment.

Our solutions are always 'fit for purpose'. To this end, we can provide tangible evidence of our status as a leading supplier. TouchStar Technologies;

- Has an installed base of over 200,000 terminals
- Enjoys a high level of roll-out and repeat business
- Has low staff turnover, plus a high level of expertise in data capture, systems integration, telematics, wireless technology and networks
- Manufactures a broad range of vehicle-based devices and mobile computers in a variety of form factors
- Can also supply and support data capture hardware from a variety of third party manufacturers
- Provides sophisticated software solutions for business applications



## ● WAREHOUSE MANAGEMENT SYSTEMS

TouchStar specialise in the design, supply and continued support of rugged mobile devices. Integrated with specialised Warehouse Management Software these devices will provide fast efficient processes in your warehouse offering real time instruction and data capture for all stock movements. A comprehensive warehouse management system helps streamline multiple processes within your warehouse operation:



**RECEIVING** – Gain insights into shipments that have been delivered, but that are not yet at their final location. Make sure items at low stock levels are staged and put away first, reducing the impact of out-of-stocks and inefficient fulfilment processes.

**PUT-AWAY** – Know the location of all inventory on your shelves. Route your operatives to the right location, set up their picks in the proper order to minimise travel time, and increase the number of orders they can pick each day.

**PICKING** – Improve error-proofing and productivity in the picking process. Workers receive their picks on a rugged mobile computer that routes them to the proper location. Scanning items when you pick them verifies that the right item at the right quantity is picked.

**PACKING** – Ensure the accuracy of each order that is picked and reduce material costs by determining the right sized shipping carton.

**DESPATCH** – See that each order is properly packaged and shipped to the right destination and delivered on the right date.

## ● RUGGED MOBILE COMPUTERS

TouchStar UK designed rugged mobile computers include a range of form factors including; hand-held, vehicle mount and in-vehicle fleet management terminals. All of our devices are based on cutting edge technology that covers all new and state-of-the-art data collection tools such as Barcode, RFID and Voice. TouchStar's solutions also include sophisticated application software for a wide variety of warehouse and supply chain operations.



## HARDWARE PARTNERS

Our supported range of devices is based on cutting edge technology and intelligent ergonomic design. Products are only supported by us following vigorous testing both on the test bench and in the field. This policy applies to both our in-house manufactured units and any third party devices that we decide to promote and support. The following are manufacturers whose devices we support and whose equipment we deem to be technically advanced and fit-for-purpose.



**DATALOGIC**

**DLOG**



**Honeywell**



**Panasonic**

For more information on our range of cutting edge rugged mobile computers please visit [www.warehouse-logistics-it.com](http://www.warehouse-logistics-it.com)

## ELECTRONIC POD

Whether you have one vehicle or thousands, TouchStar will ensure you optimise your work scheduling, reduce fuel costs and improve customer service levels without adding extra complexity. We occupy a unique position as a supplier of EPOD & tracking solutions to the fleet sector, being a system integrator, hardware manufacturer and software development house. Simple to use, yet powerful in functionality our EPOD system features:

**DASHBOARD** - Our Dashboard gives real time performance KPI information at your fingertips without having to run scheduled reports. It can be displayed on any device ranging from tablets to phones, even a large TV in the traffic office.

**JOB ENTRY** - With our highly flexible entry screens powered by a web based back office system we can cater for almost any scenario even if your business has more than one entry requirement and multiple users entering into the system.

**ROUTE PLANNING & OPTIMISATION** - Our Web based Planning and Optimisation tool makes easy work of your existing manual process.

**HANDHELD DEVICES** - Our application is available to download from the Google Play Store free of charge meaning it can be used by almost any device from simple smart phones to fully rugged devices.

Other great features we offer with the handheld's include:

- Customer Name & Signature Capture
- Barcode & RFID scanning
- Photographs
- Vehicle Inspections
- GPS Tracking
- Auto-email POD to Customer
- Maintenance Part Tracking
- Asset Tracking
- Navigation

**INVOICING** - We have an invoicing module built into the system as standard. Available as standard, our invoicing module allows you to create invoices for completed jobs and then raise invoices or supplier payments electronically via PDF.

**TRACKING** - As-well as seeing a real time update on a map showing the fleet we are also displaying job information and driver performance in one place.

**REPORTS** - Offering standardised or customisable reports, our system provides detailed information on jobs and driver performance.

**CUSTOMER PORTAL** - Our cloud based system provides customers with the ability to enter, view jobs and even track their deliveries.

**VEHICLE REMINDERS** - Our system lets you store key reminders, like tax, MOT, and service dates against your vehicles and be notified in advance of renewal dates whenever you log into the system.



## SERVICE/SUPPORT OVERVIEW

With over three decades of experience, TouchStar have the expertise to ensure your mobile computing solution is fully supported for seamless operation, reduced downtime and real business results. Since our first installation in 1987, we have become long term suppliers to many leading organisations throughout the World with a UK based support structure that out rivals any other supplier. This includes:

- Hot swap next day delivery and collection of damaged devices
- All devices returning from our support office are pre-configured out of the box
- All-inclusive support programmes that include accidental damage
- On-site problem solving during the life of the system as part of standard support



TouchStar's UK based, dedicated mobile engineering team ensure quality repairs and effective support. A range of integral and additional enhanced support services are available to support the optimised running of your business operation:

### **24/7 UK BASED SUPPORT HELPDESK**

A range of UK Based Helpdesk and Out Of Hours Emergency Support packages are available to ensure issues are dealt with quickly and effectively – removing the need for site visits and ensures the seamless running of your operation.

### **PREVENTATIVE MAINTENANCE HEALTH CHECKS**

A standard feature of all TouchStar service packages, TouchStar annual health check visits provide users with annual physical inspection of installed equipment. This practice optimises up time and significantly extends the life of the system.

### **E-PORTAL ONLINE BOOKING SYSTEM**

For instant, online support - TouchStar operate an e-portal booking system for immediate notification of damaged/malfunctioning devices. This system allows for the pre-booking and tracking of repairs from start to finish.

### **GOLD STOCK SWAP-OUT**

TouchStar offer fully managed service solutions including collection and delivery of pre-configured devices to allow rapid and seamless continued operation for the customer.

**TouchStar Technologies Ltd, Campus Road, Listerhills Science Park, Bradford, BD7 1HR.**

**Visit: [www.warehouse-logistics-it.com](http://www.warehouse-logistics-it.com) Email: [sales@touchstar.co.uk](mailto:sales@touchstar.co.uk) Tel: +44 (0) 1274 741860**