

CASESTUDY

Hands-free data collection WD100 & MS652+

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Unitech, Reditech & Febelco Medicine picking process optimization!

Febelco (part of the Febelco Group) stands for "Federation of Belgian pharmaceutical cooperatives". They are located in Belgium and are the market leader in their field. The company is a co-founder of the pharmaceutical wholesale service in Belgium and since 2002 the result of the merger between the Antwerp wholesaler Asma, the West Flemish Inter Nos and the Lifak in Limburg. Febelco is the largest Belgian wholesaler-distributor of medicines. As a cooperative wholesaler, the share capital is fully owned by the customers, the independent Belgian pharmacists. Nowadays, the customer base consists of more than 3200 pharmacies, which are supplied up to three times a day from eight locations across Belgium: Bruges, Izegem, Kortenberg, Olen, Sint-Niklaas, Wijnegem, Zolder and Frameries.

Case settings:

- Febelco CVBA - www.febelco.be
- Reditech (Reseller) - www.reditech.be
- Stock inventory warehouse application
- Order picking (medicine for Pharmacies)
- **Unitech WD100** wearable PDA
- **Unitech MS652+** wearable ring scanner

Reditech (part of the Reditech Group) is an international player with strong Belgian roots that helps companies to strengthen their market position by offering A-Z automation solutions. Thanks to their brand independence, Reditech can integrate systems from different suppliers, whereby they combine the strengths of these systems for the benefit of their customers.

By automating the production environment and collecting relevant data from systems, their customers have the tools to control overall production and operational processes in a well-considered way to build a strong competitive position in a sustainable manner.





“Unitech is a responsive and cooperative customer-oriented company that thinks along with their customer. The Unitech team (from sales to technical department) uses their team strengths to provide the most suitable solution.”

Mr. Pieter-Jan De Bock - Supply Chain Project Manager Febelco CVBA

1. Customer requirements

The law sets strict rules for the supply of medicines. It aims to ensure the safety, quality and efficacy of medicines and pharmaceuticals intended to improve the health and well-being of patients and users. These regulations are constantly changing and are getting tighter year after year. Governments are currently developing new rules and guidelines to improve the traceability of prescription drugs.

In order to keep up with these developments and to be ready for the new regulatory framework, Febelco needed additional technology to replace manual recoding of orders. A new technology called “order picking via scanning” was required. Not only would this new implementation provide immediate data visibility and traceability to meet government requirements, it would also improve the accuracy of the order picking process and reduce its errors.

To find the right solution Febelco partnered with Reditech. As an external partner, Reditech guided them through the entire project from A to Z, from software to hardware integration.



2. The total solution

Also voice picking was considered during the preliminary phase in the search for the solution “order picking via scanning”, but this was quickly abandoned due to lack of efficiency and total price with full implementation of this technology. As a result, the choice was made for handsfree barcode scanning. In their search for a matching Enterprise solution, Reditech listed a series of essential requirements for the device and tested different solutions provided by Unitech Europe and Zebra brands. Extensive tests were performed, such as the battery autonomy, ergonomic designs and more. After the initial elimination, end users also tried different types of devices and provided their user-ability feedback on the solutions.

In the end the Unitech WD100 arm-wearable Android 7.1 PDA in combination with the Unitech MS652+ hand-wearable 2D ring scanner for hands-free operation was chosen. This combination would streamline order picking workflow and meet the requirements of enterprise-level devices with high quality (for full day shift) battery life, ergonomic lightweight design, Bluetooth connection quality and total price. Febelco finds Unitech a customer-oriented company that is trusted, flexible, responsive, and cooperative with their customer. Feedback was based on quality testing and business user experience coupled with positive feedback from colleagues in the workplace. They found it a great experience working with Unitech like previous other project attempts.

3. Benefits of this solution

Since the implementation of the portable Unitech solution, the quality of order picking to their customers has improved due to fewer picking errors. This resulted in cost savings on the after-sales process, meaning fewer errors and fewer complaints to be handled.

After a very successful implementation of the solution, they are now in a phase of continuous improvement and optimization.

Solution with product	The Unitech WD100 Android 7.1 device with the MS852+ ring scanner. - Implementing traceability of prescription drugs. Improvement of order picking process and reducing picking errors.
Benefit 1	WD100 and MS852+ enterprise-level specifications, price, quality, battery life, lightweight & ergonomic design.
Benefit 2	Various options in WD100 bracelets / bracelets (from standard Velcro design to professional rotary knob closure).
Benefit 3	Trusted, flexible, responsive and cooperative customer-oriented company. Involvement of the Unitech team from Sales to Technical department.