

CUSTOMER SUCCESS STORY



Company:

Original Wireless Inc is an experienced and stable wireless accessories company.

Location:

California

Industry:

Telephone equipment-wholesale and retail.

Founded:

1990

Challenge

Original Wireless Inc conducted an assessment of their existing solution and the possibilities that other solutions may provide. Original Wireless Inc was looking to implement a new infrastructure to support their existing and future business demands. Original Wireless Inc. was trying to determine what business solution would provide the highest level of functionality and provide the flexibility to meet their specific requirements at an affordable cost. Original Wireless Inc was looking for a business solution to provide the ability for serialization of products, pricing history and aging reporting to name a few.

Solution

After assessing various solutions and possible fits to their needs Original Wireless Inc. selected openBLUE as their business solution, a fully integrated business solution because of the flexibility and scalability it would provide their business. Original Wireless Inc engaged KnowledgeBlue and leveraged their knowledge and expertise of openBLUE.

Result

Because of the ability and flexibility of the system KnowledgeBlue was able to generate custom reports to allow Original Wireless Inc access to pricing and purchasing data more readily. Original Wireless Inc leveraged KnowledgeBlue's Enterprise Self Hosted model and value for money proposition which allowed them to have the system fully functioning in their environment at an affordable cost.

Challenge

Original Wireless Inc needed an ERP / CRM solution that integrated with a bar code device. Original Wireless Inc was interested in using bar code technology with inventory control and sales activities. Because Original Wireless Inc sells their products from a retail standpoint by using a bar code they were looking for a solution that allowed for the generating of labels for some of their products that do not come with a bar code label. Original Wireless was also looking for a fully integrated bar code solution to allow them to streamline their receipt to shipment process.

Solution

After assessing various solutions and possible fits to their bar code needs Original Wireless Inc selected openBLUE as their business solution because it could be customized and adapted to their custom bar code needs.

Result

As a result the system is fully integrated and functioning with the Original Wireless bar code label printer. Because of the flexibility of the openBLUE solution KnowledgeBlue was able to generate a custom bar code process and functions to allow Original Wireless Inc the ability to create a new product in the system, generate a bar code number and print the label for that product from one screen. The openBLUE capabilities were leveraged to allow Original Wireless Inc the ability to scan a bar code label to find it in the system and add it to the material receipt to receive it into inventory. Both of these functions allowed Original Wireless Inc the ability to streamline their processes to generate a bar code quickly from the system as well as quickly scan the bar code on a product to receive it into inventory.

