

"Cobwebb Barcode is incredibly easy to use and most importantly it is totally reliable."

Industry:	Retail
ERP System:	Infor ERP System21
Solution:	Cobwebb Barcode

The Desired Result. Achieved.

- Labels to generate efficiency and aid processes
- An audit trail during manufacturing and distribution
- Reliable and accurate

The Background

Glen Dimplex Group is an Irish-based consumer electrical goods firm. It is the world's largest electrical heating business and holds significant market positions in the domestic appliance industry worldwide. The company is privately held, and bases most of its manufacturing and development in Ireland and the United Kingdom. However, the company also has branches throughout the world.

Glen Dimplex delivers innovative solutions for domestic, industrial and commercial heating and air movement. Their extensive portfolio of appliance brands also features many household names in cooking, cleaning, refrigeration and entertainment, with a vast majority of homes boasting several Glen Dimplex Group Products.

The Group's exceptional growth has been made possible by a "can do" attitude to business by its employees and the tremendous support which it receives from its customers and suppliers.

The Challenge

Glen Dimplex needed to be able to create accurate and reliable labels remotely and instantly throughout the warehouse for their Home Appliances division. They needed to be able to audit appliances throughout the manufacturing and distribution process. Any incorrect labeling could result in goods not being shipped or even rejected from customers.

They needed to be able to relabel products the moment they arrived into their warehouse so that the products could be received and redirected immediately.

In a state of the art B2B & B2C warehouse environment, reliability, accuracy and speed of label production were key considerations for Glen Dimplex

The Solution

Cobwebb Barcode was able to help Glen Dimplex by automatically creating labels on wireless label printers from IBM i spooled files.

Glen Dimplex used neck hung Zebra QL420 plus wireless label printers to speed up the relabelling process of products that come into the warehouse prior to onward distribution. Existing labels are scanned by the operator, triggering the IBM i to generate a file which is reformatted by Cobwebb Barcode, generating a thermal label which is printed on the Zebra QL420 barcode printers and applied to the goods right at that moment.

"I cannot fault the product in anyway at all, we are delighted with it. I really do like the product, it's made my life an awful lot easier." Mike Thompson, Systems Development

Additionally, Glen Dimplex create barcodes using Cobwebb Barcode in order to ensure accuracy of delivery on direct to customer orders. Scanning and cross-referencing barcodes on products and delivery manifests ensure the right product goes to the right customer.

Accurate labelling also provides detailed product information in the case of a product recall.

Example of labels:

- High street retailer labels (so they can identify products in their stock rooms)
- Third party distribution labels

In the 7 years that Glen Dimplex have been using Cobwebb Print, there have been zero issues with the software.

The next step

Glen Dimplex are now able to automatically create labels from IBM i throughout their warehouses helping keep track of inventory and shipments. They are are going to look at using 2D barcodes with Cobwebb Print so that they can perform more complex labelling processes.

Cobwebb Communications Ltd. has been providing paperless process management solutions for the IBM mid-range servers since 1985. A complete IBM i Document Management Solution, the Cobwebb Document Management suite of products allows the capture, creation, distribution and archiving for documents electronically and directly from your ERP system.

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Cobwebb Document Management