



## QVC

QVC, one of the world's top five TV shopping channels, and part of a \$4.5 billion global business, installed a new warehouse management system in their 575,273 sq ft facility based in Liverpool. However, to effectively implement the new system, QVC needed a partner to support the ongoing supply of data capture equipment.

Offering customers a virtual shopping centre where they can purchase a range of quality merchandise 24 hours a day, seven days a week, 365 days a year via telephone, television or internet, QVC constantly puts its data capture equipment through its paces and uptime is critical to ensure

there are no delays in the deliveries to customers.

QVC contacted Ryzex, a leading supplier of barcoding and scanning equipment solutions, to provide additional product support. Ryzex recommended that QVC purchase refurbished equipment to meet their need for additional hardware while keeping costs down. However, after an audit of their entire data capture infrastructure, Ryzex found there was also a need for reliable maintenance and technical support.

"Our investment in the new warehouse management system was designed to maximize operational effectiveness, but without a reliable equipment partner, we were unable to fully achieve return on investment", says Jeanette Spencer, Warehouse Management Systems Manager for QVC.

Jeanette continues, "Our install base of legacy DOS RF hardware and access points were being maintained as part of a warranty agreement, but we were receiving fairly poor service. We couldn't fully trace the location of units, items were going missing and turnaround times were much longer than we expected. We had no choice but to review our operations, before the equipment downtime had a knock on effect for our customers".

As a global company, QVC was already working closely with Ryzex in North America. This existing relationship gave QVC the confidence that Ryzex Europe could provide them with the type of pro-active, high quality service they demanded.

After analyzing their operations in detail, Ryzex proposed a bespoke repair solution. It recommended a 5-day turnaround time on physical damage as well as on standard repairs, and arranged to pre-load software on all units. Ryzex also arranged to provide repair reports for full visibility. As Jeanette explains, this made significant improvements. "There is now a visible reduction of downtime as repairs are coming back faster. The network issues have been resolved which has eradicated the need for constant IT support, and there is less administration time required as Ryzex pre-loads software onto the units".

The solutions provided by Ryzex have helped QVC in ensuring its mission critical operations are not disrupted. As a result, QVC's new warehouse management system is now in full operation, enabling them to better service customers. Jeanette concludes, "Altogether QVC looks in great shape to continue to offer its customers the very best in quality, value and convenience".

**For further information, please contact:** [www.ryzex.com](http://www.ryzex.com)

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