



*“The professionalism and responsiveness shown by Ryzex in putting together a complete solution including the sourcing of a custom built battery pack for our picking trolleys was outstanding”*

Glen Mason, IT Services Manager for Panasonic Europe IT Group

**FullUse** LifeCycle Support <sup>SM</sup>  
www.ryzex.com/fulluse

**RYZEX**

Ryzex House, Bumpers Way,  
Bumpers Farm,  
Chippenham,  
Wiltshire,  
SN14 6LH  
+44 (0) 844 875 0115  
www.ryzex.com

© 2009 Ryzex® and FullUse® are registered trademarks. All other trademarks are the property of their respective owners. All Rights Reserved.

**THE CUSTOMER:**

Panasonic Corporation is one of the largest electronic product manufacturers in the world, comprised of over 556 companies. It manufactures and markets a wide range of products under the Panasonic brand which are sold throughout the world. Panasonic Europe use mobile technology in their main UK warehouse to manage the picking and dispatch of orders to electronics retailers throughout the country.

**THE PROBLEM:**

With their business model changing and a move to a greater number of direct deliveries, Panasonic found that their current technology was not keeping up with the demands of increased picking and realised that they needed to upgrade to a new technology to meet the picking speeds required.

**THE SOLUTION:**

Ryzex carried out a work flow audit and recommended a tablet PC solution mounted on a picking trolley. Being vendor neutral, Ryzex was able to recommend the specific device that best suited Panasonic’s individual needs and proposed Intermec’s CV60. This is a rugged, vehicle mounted solution specifically designed for use in wireless, supply chain environments and was an ideal choice for Panasonic.

The electronics retailer also required some additional Motorola VRC7946 forklift mounted terminals to add to their existing estate. These terminals had been declared end of life by the manufacturer and Panasonic’s usual supplier could therefore not provide the additional devices that were required. Having an extensive network of hardware partners, Ryzex was able to quickly source refurbished terminals that have been easily integrated in to Panasonic’s existing estate.

Panasonic had sourced a new picking trolley but was having trouble finding a battery pack for it. Ryzex took on the challenge and worked with a partner to custom build a solution. The trolley with the battery pack was ready for use within six weeks of being given the initial brief from Panasonic.

**THE RESULTS:**

Panasonic is clearly impressed not just with the mobile technology supplied by Ryzex, but also with their partner’s responsiveness and resourcefulness. Glen Mason, IT Services Manager for Panasonic Europe IT Group, “The professionalism and responsiveness shown by Ryzex in putting together a complete solution including the sourcing of a custom built battery pack for our picking trolleys was outstanding”. The supply of the hardware has been rolled in to a managed service fully supported by Ryzex. As part of this, Ryzex assisted in the rollout of the new technology, supported the installation process and provided onsite technical support when needed.”

As a result of this excellent level of customer service, Ryzex has been awarded preferred supplier status by Panasonic.