



**INDUSTRY:**

Refrigerated Warehousing

**PRODUCTS:**

Psion Teklogix 7530 G2  
 Psion Teklogix 7535 G2  
 Cisco Network Access Points  
 Ryzex Professional Services

**CUSTOMER:**

Bellingham Cold Storage (BCS) is a full-service public refrigerated warehousing company. Founded in 1946, BCS has grown over the years to become the largest portside cold storage company on the West Coast, serving a worldwide customer base. Their services include loading export cargo for the world's markets, receiving fresh seafood, freezing regional harvests, and servicing many in-house processing customers. The key to the firm's success is offering innovative solutions to customer problems and providing extraordinary customer service. BCS turned to Ryzex for help when they were ready to implement a new data tracking solution for their customers.

**SITUATION:**

With the increased emphasis on food safety, illustrated by the recent introduction of the Produce Traceability Initiative, it's now more important than ever that BCS guarantee their customers' perishable products are handled efficiently and documented properly. While BCS has always had high standards and was able to meet this requirement for their customers, an upgraded data collection solution could improve their tracking capabilities, giving them a distinct competitive advantage.

BCS did have a barcode solution in place, but their scanning devices weren't rugged enough to withstand the harsh elements of a cold storage facility. The devices broke easily and didn't operate well in constant cold temperatures. In addition, the monitors were hard to read, collected condensation, and supplied very little information. BCS was looking for a solution that would increase productivity, lower the risk of errors and provide better value for their customers – at the lowest total cost of ownership.

**SOLUTION:**

Working with Psion Teklogix, Ryzex helped BCS choose the best hardware solution for their needs. BCS wanted a rugged mobile computer that would stand up to their unusually harsh environment. With a high drop rating, extreme temperature capabilities, and ergonomic design, the Teklogix 7530 G2 was a perfect fit for BCS. For lighter applications, the Teklogix 7535 was a more economical choice. When it comes to cold storage environments, both handhelds exceed industry standards and are robust enough to address Bellingham Cold Storage's requirements well into the future.

Ryzex was also instrumental in the network installation of the new solution. Knowing that costs and timing were of utmost concern, Ryzex was able to utilize a previous Psion Teklogix site survey as the basis for installing the new Cisco access points. Ryzex strategically timed the installation of the access points in conjunction with the installation of an upgraded refrigeration control system at BCS. Not only did this reduce costs, it also enabled BCS to realize the benefits of the new solution as soon as possible.

**RESULTS:**

BCS is now able to offer better solutions to their customers. With a more dependable solution, increased productivity, efficiency, and accuracy, BCS can also lower operational costs by reducing the risk of errors and standardizing their operations. Accordingly, BCS can surpass customer expectations and gain an advantage over their competitors.

*“By partnering with Ryzex, BCS now has a solution that surpasses our customers’ needs and reduces our operational costs.”*

–Nancy Waterman, I.T. Manager, BCS

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