



Hawkins, Inc.
Water Treatment Group
Minneapolis, Minnesota, USA
www.hawkinsinc.com

Industry

- Chemical Distributor

Business Challenges

- Improve accuracy of mobile inventory, orders, invoices
- Meet U.S. DOT requirements for transport of hazardous materials, including accurate manifest, placard, and paperwork
- Eliminate handwritten paper-based processes
- Reduce administrative errors and delays

Business Results

- Increased accuracy of sales orders, inventory, manifests
- Faster, more accurate invoices
- Improved administrative productivity

Solution Features

- dcLINK® MOBILEApps™
- Integration to JD Edwards EnterpriseOne
- Intermec 700 handheld units, thermal printers
- Training

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dcLINK® MOBILEApps™ Hits The Road With Hawkins Water Treatment Group

When a Hawkins Water Treatment Group truck hits the road loaded with chemicals and other products, the driver needs a current, accurate inventory of his cargo to comply with U.S. Department of Transportation regulations. He'll be on the road for several days at a time, taking orders, servicing equipment, and delivering product to his customers.

To provide effective customer service, he needs instant access to the latest information about his cargo, his customers, the orders they've placed, and their pricing schedules. Using dcLINK® MOBILEApps™, he's got all that and more — right in the palm of his hand.

Challenge

Hawkins Water Treatment Group has about 50 field reps, each of whom drive a 24-foot straight-van truck loaded with inventory that ranges from tiny o-rings to 700-pound drums of sulfuric acid.

Using paper-based processes, Hawkins' drivers relied on handwritten notes and frequent calls to the office for updated information on products, prices, and customers. The drivers spent hours daily making sure their mobile inventory figures and manifest documents were correct, looking up product codes, and writing out sales orders.

Back at the office, the administrative staff spent additional hours deciphering handwritten orders, entering order data into the enterprise application, and issuing invoices.

Hawkins wanted to streamline these processes, reduce costs, issue invoices more quickly, and enhance customer service. Hawkins also wanted an easier way to keep their cargo manifests in compliance with DOT requirements for transportation of hazardous materials.

Solution

Hawkins selected DSI's dcLINK MOBILEApps to put data directly into their drivers' hands, wherever they may be. The drivers use Intermec handheld units enabled with dcLINK MOBILEApps Mobile Sales and Mobile Inventory functionality, as well as customer data, sales histories, and pricing schedules. The devices are fully functional when not connected to the company network and enterprise application.

"If we can save our drivers two hours a day in paperwork, that's two hours a day they can be out on the road and in front of customers."

*Keenan Paulson
Vice President
Hawkins, Inc.*

Pre-Trip Planning

Each driver begins his route at a Hawkins warehouse. He starts by synchronizing his mobile device with the company network to download the most current data on his customers, their orders, and their pricing schedules. He may also review customer sales history, to anticipate additional products they might request on-the-spot.



Using that data as his guide, the driver loads his truck with the chemicals and other products he will need on the route. As items are loaded and unloaded, he uses the mobile device to maintain an accurate item count. By doing so, he always has accurate, current information for his DOT-required cargo manifest and bill of lading and can print them as needed.

On The Road And In The Field

With his truck loaded and his data up to date, the Hawkins driver is ready to hit the road. He spends the next few days visiting customers, delivering product, and taking orders using the mobile device. Each evening, he synchronizes the device with the company network, uploading orders to be invoiced and downloading new orders and pricing data.

"Before dcLINK MOBILEApps, drivers would sell the product, write down their own description of it, then go back to the office and look through a great big green-bar report to find the actual product numbers they needed to code on their sales orders before they could be invoiced. Now the drivers have everything they need right there in their hands," said Keenan Paulson, Vice President, Hawkins Water Treatment Group.

In The Office

Back at the office, the administrative staff uses the uploaded data to issue invoices the next day with no delay, no deciphering, and no errors.

"If we can save our drivers two hours a day in paperwork, that's two hours a day they can be out on the road and in front of customers," Paulson said.

Results

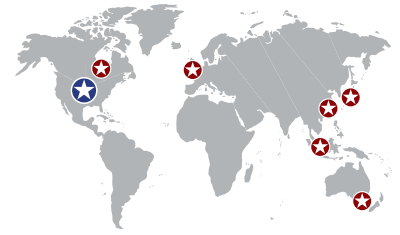
In addition to reducing the administrative burden and improving the productivity of both the drivers and the office staff, dcLINK MOBILEApps provides Hawkins with verifiable return on investment and other benefits.

- **Hawkins anticipates a positive ROI within five years.** "The reduced drive time and reduced time to record transactions will pay for implementation, hardware, and software within five years," Paulsen said. This includes projected savings from cost of wages, driving, truck utilization, expediting purchase orders, time required to record loading and unloading of trucks, and time to complete required paperwork.
- **dcLINK MOBILEApps enables Hawkins to consistently meet U.S. DOT requirements** for transport of hazardous materials, including accurate manifest, placard, and paperwork.
- **Hawkins issues invoices faster and more accurately** than ever before, which improves the company's cash flow. Hawkins now issues invoices within 24 hours of the sale, rather than days or weeks later.

Looking into the future, Hawkins anticipates implementing dcLINK and barcode scanning procedures in its warehouses to enable further efficiencies.

"The reduced drive time and projected savings from reduced time to record transactions alone will pay for the implementation, hardware, and software."

*Keenan Paulson
Vice President
Hawkins, Inc.*



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