



PTI Group
Edmonton, Alberta, Canada
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Challenge

- Eliminate paper-based processes, errors, and delays
- Get accurate, real-time inventory data into JD Edwards EnterpriseOne
- Eliminate picking errors and delays
- Expand usage of JD Edwards

Solution

- dcLINK
- JD Edwards EnterpriseOne integration
- Motorola data collection devices
- dcLINK Implementation Services

Results

- Automated and streamlined processes
- Increased inventory data accuracy
- Enabled expanded use of JD Edwards EnterpriseOne functionality
- Reduced the need for temporary clerical staff
- Reduced order processing time by 40%
- Reduced special deliveries by 33%
- Reduced warehouse training time by 20%



PTI Group, Inc.

dcLINK® ASSETTrac™ enables faster, more accurate order processing and picking in time-critical supply distribution environment

There's no room for error or delay when you're responsible for feeding and housing thousands of people north of nowhere in the middle of winter. Because every supply order needs to be filled correctly, completely, and on time, PTI Group uses dcLINK to maintain accurate, real-time inventory data.

Challenge

PTI Group provides workforce accommodations — including housing, meals, power, communications, environmental services, and other necessities— for companies in the oil and gas, mining, and forestry industries, as well as the Canadian military.

With facilities located in some of the most remote regions of western Canada and around the world, the company faces extreme supply chain challenges.

For example, to transport supplies from its main warehouse in Edmonton to its camps and lodges in the oil sands mining region near Fort McMurray, PTI Group trucks traverse a difficult 450+ kilometers (280+ miles) on one of Canada's most dangerous highways. These weekly or twice-monthly deliveries are more than simple grocery runs — they're a lifeline, especially in winter.

Order accuracy and completeness are critical, but were not always possible when PTI Group used manual processes to manage inventory.

"Paper-based processes worked when we were a smaller company, with fewer locations and less volume, but we've grown to the point where we needed a real-time inventory system to improve speed and accuracy. Efficiencies needed to happen," said Bernie Dauvin, Vice President, Supply Chain Management, PTI Group.

Solution

To enable those efficiencies, PTI Group selected dcLINK® from Data Systems International®. The company based its selection on dcLINK's proven integration with JD Edwards EnterpriseOne and compatibility with data collection devices from leading manufacturers, as well as DSI's reputation for world-class implementation services, training, and global support.

"It was important to us that information go directly into our JD Edwards enterprise system, because so many of our issues were related to poor paper flow and delayed data entry. We also wanted to make our business processes more efficient, automate them where we could, and make them auditable. dcLINK does that for us," said Jim Christianson, Manager, Business Applications Group, PTI Group.

Results

Using dcLINK, PTI Group has streamlined processes, eliminated paper-based errors and delays, and gained access to accurate, real-time inventory data in JD Edwards EnterpriseOne. As a result, the company now utilizes more features of the enterprise application.

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*Jim Christianson
Manager, Business Applications
PTI Group.*

"We are now able to use JD Edward's Purchase Order Generator functionality. In the past, we could not use it with accuracy, because we were two or three days behind on manually updating pick slip information," Christianson said.

Eliminating paper-based processes also eliminated the need to hire temporary staff to key data from pick slips into the system during peak periods of activity.

Better inventory data and streamlined processes make it possible for PTI Group to carry just the right amount of inventory and to get it out the door more quickly. The company also does fewer cycle counts because the data is more accurate.

"In the past, we could not be certain of what inventory we had at any given moment. Now, with dcLINK, we have real-time inventory capabilities. We know exactly what we have, what we need, and where it is located," said Dauvin

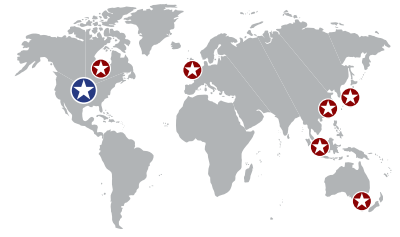
From ordering groceries for the warehouse to picking orders for the remote facilities, PTI Group has achieved significant business improvements:

- **No more guesswork.** Sandra Laviolette, who orders groceries for the warehouse, depends on dcLINK to get her job done. "In the past I didn't always know how much I needed to order, so I would just order it. Now with dcLINK, I know the inventory levels are accurate and I know what I need to order. dcLINK takes the guessing game right out of it."
- **Faster, more accurate picking.** "dcLINK eliminated inconsistencies in naming and item location. That helped us speed up our picking process and get the orders out of the warehouse faster. The employees doing picking just scan the barcode, and the information is instantly updated in JD Edwards. dcLINK eliminated a lot of inefficient steps from the process," according to Christianson.
- **Reduced order processing time by 40%.** Faster, more accurate picking and appropriate inventory levels enables the company to process orders more quickly. "Before dcLINK, it would take a half-day to process an order, and another half-day to pick it, and then the paperwork went into a pile until the data entry person could enter it," said Grant Greenfield, Inventory Control Supervisor. "Now, from the point of order entry until the general ledger is updated in JD Edwards, it takes about half the time it used to."
- **Reduced "hot shots" (special deliveries) by 33%.** "If there is an inaccuracy in an order for groceries, linens, or supply, we have to do a special delivery — "a hot shot" — to the remote site, and that is very, very costly in terms of time, money, and client satisfaction," said Bernie Dauvin. Increased picking accuracy has enabled the company to reduce the number of those special deliveries, which in turn reduces costs and increases customer satisfaction.
- **Reduced warehouse training time by 20%.** "dcLINK has a great interface that's very user-friendly and intuitive. It doesn't take much time for a new employee to pick up the handheld, learn to do their job, and do it well," said Nicole Thomson, PTI Group Business Analyst.

Future Expansion

PTI Group plans to extend the use of dcLINK to its other warehouses to create similar efficiencies and results.

"Having an accurate, efficient supply chain is a competitive advantage for our company. dcLINK enables us to be more efficient and more accurate, and that will ultimately help us as we continue to grow," Dauvin said.



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