

LAPEYRE

A Complete End-to-End Mobile Computing Solution

The Lapeyre group of brands offers a range of over 10,000 different products for the home. Kitchen furniture, cabinets, sinks and faucets. Appliances. Bathroom fixtures, tiles and accessories. Interior doors and partitions. Wall treatments and flooring. Staircases. Windows and doors. Paving. Security systems. A favorite among the do-it-yourself crowd, Lapeyre has 350 retail outlets and a dozen manufacturing sites in France, with annual revenues of 1.7 billion Euros (US\$2.3 billion).

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The Challenge

Lapeyre’s manufacturing facilities produce almost 70% of its entire product line without intermediary involvement. Each site specializes in a product family—doors, for example, in one location and stairs in another—and most products are custom-made. The complexity of coordinating sales, manufacturing, transportation and installation as the company grew required a reorganization of the supply chain.

In 2006, Christophe Chapet, manager of logistics for Lapeyre, was charged with a thorough review of the IT infrastructure at the production and warehousing sites. He found the existing mobile computing solution was out of date and the supplier they were using at the time was unresponsive.



The Solution

Chapet knew he needed a secure radio infrastructure with centralized deployment at each site to allow maintenance, administration and supervision.

“I am responsible for choosing a single supplier for all our logistics operations in France. I had to choose a manufacturer, select the products, supervise the tests with our applications and negotiate the rates,” he says. “I wanted our sites to simply install the equipment and start. Then site managers could share their experiences with each other and we can capitalize on identifying best practices.”

Because some of the sites have outdoor storage areas as large as eight hectares, narrowband radio technology was selected to provide secure coverage and high service quality, even in difficult weather conditions.

“Psion Teklogix was the only supplier we identified that could offer the narrowband technology,” says Chapet.

Today, eight of the twelve Lapeyre sites are equipped with Psion Teklogix’ 7535 handheld computers, as well as the ultra-rugged 7530 handheld computers and

8525 vehicle mount computers mounted on forklifts and storage racks. All are connected to the central server via secure WiFi networks at each location and are capable of emulating Lapeyre’s inventory management software platform.

The Benefits

“Most mobile computing suppliers are comparable,” says Chapet. “But Psion Teklogix is the only one that could meet our needs from start to finish: pre-sale, installation and after-sales service, the site study for the design and installation of the wireless network, the configuration of the equipment, training, troubleshooting, replacement of failed equipment. They are also at the forefront of new innovations, such as voice picking, which gives them the edge over the competition.”

Chapet was also impressed by the ease with which the Lapeyre team members could adapt to using their Psion Teklogix devices. *“In 10 minutes, even a novice can figure out how to use it.”* Something that really increases productivity during peak periods of activity such as fulfilling orders resulting from in-store promotions.

The rugged mobile computers are designed to handle tough environments like the Lapeyre manufacturing sites. In fact, despite weighing only 1.5 lbs (647 g), the 7535 model can withstand mul-

tle drops onto concrete from heights of almost two meters (6 ft).

But when a unit fails, Chapet knows it can be fixed fast. "We can send it in for

service and a repair or replacement unit can be in our hands in 24 hours," he says. "The quality of the Psion Teklogix service is really one of their strengths."



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