

Asset Recovery Specialists

Asset Recovery Specialists (ARS) is a global resell and reverse logistics provider. ARS offers its partners a full range of supply chain solutions for their office technology, medical, IT, wireless, and enterprise assets with an emphasis on data security, information privacy, integrated reporting and value recovery.



The Challenge

ARS has four return centers strategically located throughout the Continental US, with their main headquarters in San Diego, CA. Randy Dillon and his team in San Diego had been using a manual process for years to track their inventory of refurbished copiers, printers and other office technology equipment. The manual system they were using to track their 2000+ assets, Randy explained, was very time consuming and not very effective. Labor expenses due to searching for inventory and processing outbound shipments were also rising for the business and they needed to be reduced.

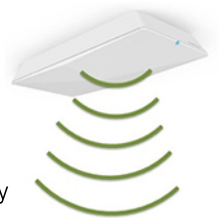
“ We were spending a lot of time trying to find inventory and stay organized in the warehouse. ”

— Randy Dillon, ARS

The Solution

The management team at ARS knew that they needed a modern asset management solution that could leverage RFID asset tracking technology for real-time visibility of inventory. The RFID system had to easily integrate with their existing inventory program which links ARS inventory to the online auction of equipment at www.equipmentrecovery.com. After extensive research, Randy and his team chose A2B Tracking's RFID software platform in the cloud.

A2B Tracking's solution involves the use of fixed RFID gateways from Impinj and mobile RFID readers from Zebra Technologies which link to Android smartphones. With fixed RFID gateways, Randy's team has real-time visibility of his equipment's location as it moves through a gateway and enters a zone in his warehouse. Without any human involvement, RFID tracking occurs continuously with updates to the A2B Tracking software in the cloud.



When the need arises to ship inventory, ARS personnel uses A2B Tracking's software to find the general location of the asset and then use Pro-Locate™ with A2B's RFID Tracker app to find the exact asset location. Using the Pro-Locate™ system, Randy's team is able to find specific inventory within seconds of pulling the trigger on the mobile computer.

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“ With A2B Tracking, we have increased our outgoing shipments by 30% while improving our inventory accuracy to near 100%. ”



After a “very seamless transition”, according to Randy, A2B Tracking quickly and efficiently trained the ARS warehouse on the RFID Asset Tracking platform. The only significant hurdle during the implementation was the fact that the entire inventory had to be re-labeled with RFID tags. But, the benefits of tracking their assets with RFID far outweighed this minor initial investment.

The Benefits

The RFID asset tracking platform has been a game-changer for the San Diego warehouse. The improved visibility of their inventory alone has been incredible. ARS has saved over 30 hours per week with more labor savings on the way. The amount of time saved along with the improvement in inventory accuracy has made a giant impact on the organization by significantly reducing their labor costs.

This has increased their outgoing order production by at least 30%. A2B Tracking’s RFID platform has also provided enhanced visibility into the movement of their assets to improve their inventory accuracy to near 100%. The implementation of the A2B Tracking platform has raised ARS’ customer service levels by allowing them to accurately and efficiently set customer expectations.

According to ARS, the A2B Tracking Solution has provided the ability to manage their inventory from multiple locations, while maintaining control of all asset records from a corporate level, which has led to significant improvements in accuracy, visibility and consistency of the inventory.

“ We knew going in that picking the right company to work with was paramount to the success of the new program. A2B Tracking has met or exceeded our expectations with the equipment that was installed and the program we use to operate the system. ” — Randy Dillon, ARS



RFID hang tags are used for best read performance with fixed gateways and mobile computers.