

# Audio SerialTRACK

product tracking system



Buckinghamshire based Audio Limited is the UK's leading design and manufacturer of broadcast quality radio microphone systems. Their equipment has been used on scores of Hollywood blockbuster's and Oscar-winning movies, including Gladiator, Titanic, Saving Private Ryan, Shakespeare in Love and Star Wars: Episode One The Phantom Menace.

## The Challenge / Solution

In June of 2004 Audio met with Solweb - the recommended ARRP (Authorised Rent-IT Partner) - to discuss the development of a series of customised "bespoke" programmes that would further enhanced the capabilities of their production management software. Andrew McAvoy, Audio's Production Director commented "Every item from our comprehensive product range is issued with a unique serial number. We wanted the ability to easily track their product history within the 123mrp.NET system." At a meeting with senior management, Solweb identified four key area's of bespoke work:

### Design of a Radio Frequency table:

Audio's radio microphone receiver products can store up to 32 pre-

programmed frequencies in the UHF band. Prior to delivery, the units are custom-programmed in groups of frequencies to suit the client's individual needs.

Therefore, Audio needed the ability to administer these various frequencies from the 123mrp.NET menu. In addition, they wanted the facility to record an individual products' frequencies against a selected sales order and/or order line. This could be completed manually or by selecting from the frequency table.

### Design of a Serial Number database:

This database would hold a complete history of every serialised part, including order and invoice number's, invoice date, client name, notes and frequencies. From the 123mrp.NET menu, Audio could make

enquires and add a unique, sequential numbered service history report. This report would be generated in Microsoft Word and although stored outside of 123mrp.NET, it could be displayed on screen, the status amended and a new service history record added.

#### Label printing:

By selecting a serial number from 123mrp.NET, a Microsoft Word document would be generated detailing the serial number and corresponding frequency table information. This would be sent to a label printer and attached to the product.

#### Frequency table export:

By selecting a serial number from the 123mrp.NET menu, the corresponding frequency table information could be exported to a CSV file in one of three formats. This file would then be uploaded to the radio receiver, enabling it to be pre-programmed.

#### Conclusion

As soon as the system was rolled out it had an immediate and profound effect on the efficiency of the business.

“Previously we had to administer the product tracking process outside the 123mrp.NET system. Now it is fully integrated, data can be retrieved significantly faster. Also, with the ability to upload the frequency data to each receiver, the whole process has been simplified and can now be completed by non-technical and technical staff alike.” States Andrew McAvoy, Audio’s Production Director.

With the bespoke systems now in place, Audio has made considerable savings both in terms of cost and time. Andrew concluded “We deliver cutting edge technological products to clients who expect exceptional sound performance

consistently and in all types of environments. Having an efficient tracking system will ensure we can also deliver a high standard of product support in a timely manner.”

#### About the User:

**Staff:** 26

**Turnover:** £1.6 million

**Market:** Leading Radio Microphone Manufacturer

**Platform:** Windows XP

**Web:** www.audiolt.com

#### Main Benefits:

- > Full integration with the core business systems
- > Fast retrieval of product history
- > Ability to upload frequency data to receiver units
- > Ease of administration of frequency database
- > Ability to automate label printing

“We needed a system that could track every one of our serial numbered products, accurately and efficiently.”

#### Kishore Patel

Managing Director - Audio Ltd

“The Bespoke systems now in place have streamlined our internal processes and integrate seamlessly with our core manufacturing system.”

#### Andy McAvoy

Production Director - Audio Ltd

