



Rugged  
**MOBILE COMPUTERS**  
**SYSTEM INTEGRATIONS**

## ABOUT US



TouchStar Technologies has been helping the UK's leading warehouse and logistics companies to identify and deploy business critical mobile computing solutions since 1982.

TouchStar have over 40 years' experience in the **design, manufacture** and **supply** of rugged mobile devices to multiple business sectors. Not only do we understand how our customers' businesses operate and the typical challenges they face but we're also able to share the experience we've gained from helping others in the same industry.



**touchstar**   
rugged mobile computers

# OUR RANGE OF SERVICES

## HARDWARE

We offer a full range of consultative services which includes helping you to choose the right hardware, reviewing your site to identify any wireless coverage issues, right through to staging and configuring your devices and helping you to deploy them. We'll then ensure you're always covered through our range of industry leading UK-based support.



As a **manufacturer** and **supplier**, we can offer you the best products from both our own range and from the industry's leading hardware manufacturers. Whether you're looking for rugged mobile computers, hand held terminals, rugged tablets or truck mounted devices, TouchStar can help.



## INITIAL CONSULTATION

We believe that the best way for us to understand your needs is with a face-to-face meeting so we can see your site for ourselves. This will allow us to make recommendations that will not only suit your warehouse now, but also fit your strategic vision for the future.

## DEPLOYMENT

We understand that the successful deployment of new mobile devices often hinges on the people in an operation who will be using them every day. That's why we will pre-configure the devices and work closely with everyone in your organisation to offer insight and expertise during deployment. This ensures a smooth implementation so that you can see the benefits of the new devices immediately.



## SUPPORT

As well as initial support, TouchStar provides access to an on-going UK-based support scheme. Our experience in working across different industries and environments allows us to give accurate advice on the levels of support you will likely require. This includes a 'hot swap' service using devices held in the UK so that if there is a problem with a device, you can swap it out for another one held by us that is pre-configured with your settings and software and ready to use so you can be up and running again in no time.



[www.rugged-mobile-computers.co.uk](http://www.rugged-mobile-computers.co.uk)



## Hills Panel Products (HPP):

### Leading Supplier of Furniture Components

#### BACKGROUND

Since its formation in 1991, HPP has grown rapidly and are now seen as market leaders in the furniture sector. HPP recognised that in order to support continued growth, it needed to be at the forefront of technology. Increasing the efficiency of their existing processes is fundamental in helping HPP deliver the high levels of customer satisfaction they require. The decision to remove paper from the operation and upgrade existing systems was taken to support their end to end supply chain processes, from warehouse storage to delivery with the end user.

#### SOLUTION

HPP recognised that by implementing a paperless solution across their operation that they would secure numerous benefits against existing processes. Looking to achieve increased reliability and productivity, HPP selected a real time barcode scanning solution by TouchStar. Selecting TouchStar, HPP knew that they would be investing in a rugged, fully supported solution that dovetailed with their existing operation. Rugged and reliable, the system integrated TouchStar's in house manufactured **TS8000** series handheld devices. Specified and pre-configured by TouchStar, the solution also saw HPP upgrade their existing infrastructure with the latest 802.11 standards, fulfilling their requirement for high speed, accurate data capture.

HPP also replaced their old paper based delivery system with **TouchStar's state-of-the-art EPOD solution**. The availability of clear and timely paperwork was fundamental to HPP's customers. The solution enabled drivers to perform their daily vehicle checks, receive job lists and confirm proof of delivery all electronically using a rugged PDA.

#### OUTCOME

The TouchStar solution has resulted in the optimised execution of HPP's supply chain processes. The productivity and accuracy improvements within the warehouse have complemented the efficiency improvements within the upgraded delivery process. Delivering increased visibility by real time communications has not only benefited HPP with quicker invoicing and increased cashflow, the ability to track jobs in real time has provided customers with increased visibility of their deliveries significantly improving customer satisfaction levels.





## Expect Distribution:

### Leading warehousing and palletised distribution provider

#### BACKGROUND

With over 250,000 sq ft of warehouse space across the North of England, Expect provide both shared user or fully managed 3PL solutions, offering specialist and bespoke services that deliver real cost benefits to their end users. Expect are continually investing in their IT infrastructure. A planned growth within their Bradford operations resulted in a decision to review additional RF scanning requirements.

#### SOLUTION

RF scanning plays a key role in supporting Expect's IT infrastructure, providing real-time stock level updates in addition to supporting pick accuracy and operational efficiencies. Expect were looking to invest in a new system and selected TouchStar to implement a future proof and scalable solution to support their goods in and picking operations. To facilitate the real time data capture, TouchStar needed to ensure full connectivity with Expect's new Wi-Fi network.

At the core of the system is TouchStar's **TS8000** series rugged handheld computer. The go live of the RF system was to coincide with a new contract that had been awarded to their new Bradford warehouse operation. Expect undertook a thorough five week testing period, checking compatibility of the handhelds with their core warehouse management system and connectivity with the Wi-Fi network. TouchStar engineers were on hand throughout, ensuring the correct configuration and set up of the new scanning devices.



#### OUTCOME

The support of TouchStar prior to the system going live resulted in a smooth deployment. Benefiting from a UK supported solution, Expect have experienced minimal downtime. The devices have met the scope for the project, providing advanced scanning capability and real time visibility.

***“The implementation was very successful, TouchStar had a wide range of technical knowledge and experience and have been invaluable in their support during the testing phase and go live. The user feedback on the devices has been great, they are both ergonomic and easy to use, perfect for our scan intensive environments.”*** **EXPECT DISTRIBUTION**



## Persimmon:

### Leading manufacturer and home builder

#### BACKGROUND

Founded in 1972, Persimmon is one of the UK's most successful house builders, committed to the highest standards of design, construction and service. With brick availability subject to change and many builders turning to Europe for their bricks, Persimmon became the first UK volume house-builder to build its own brick factory in 2017, with construction of a roof tile factory following shortly afterwards.

#### SOLUTION

As part of the new brick and tile manufacturing project, Persimmon initially required a rugged mobile solution to provide truck mounted devices for the vehicles used on site. The rugged devices would need to use information from Persimmon's Microsoft Dynamics ERP to ascertain what stock to pick for collections or where to put stock from production.

TouchStar introduced the **TS7000** (truck-mounted) rugged hardware and Wi-Fi infrastructure. This offered several advantages for users on the site, such as backlit wipe-clean keyboards that allow for gloved usage, high resolution screens and various data entry options. TouchStar also pre-configured the devices before usage and installed the vehicle-mounted devices.

Following thorough analysis of the site to determine the number of access points required for optimal Wi-Fi coverage across the site, TouchStar installed 10 internal points and four external with all necessary cabling and testing taken care of. TouchStar also advised on the type of antennae required to ensure full connectivity and installed wireless controllers.

#### OUTCOME

The benefits to Persimmon staff using the vehicles on a daily basis are significant, as they have no need for any paper-based information as everything is displayed on screen in the cab and managers are able to see output from production in real time. The solutions met the scope for the project that Persimmon had set, with everything working as needed with zero downtime on the Wi-Fi infrastructure in over two years of operation – one of the key objectives promised by TouchStar.

***“We felt that TouchStar was a stable and reliable partner based in the UK with a wide range of technical knowledge and experience in the fields that the project required, the people we had dealt with instilled confidence that TouchStar could meet our requirements. We would also look to TouchStar on other projects where we could utilise their service” PERSIMMON***



## Europa Worldwide Group:

Uk's largest privately owned transport & logistics company

### BACKGROUND

Established for nearly 50 years, Europa has built its reputation by providing market leading products and services to customers across a diverse range of sectors. As part of its major IT and infrastructure investment programme, Europa looked to source a mobile computing solution that would support the road transit process within the 'Ihub' facility. Previously a paper-based process, the technology was required to support the loading of trailers from the rack-based location system.

### SOLUTION

Following a thorough trial process, Europa selected the **Advantech-DLoG** vehicle mount computer proposed by TouchStar Technologies. Rugged and reliable, the devices provided a full screen device that integrated seamlessly with Europa's LeoRoad transit applications. The devices fulfilled Europa's requirement for a large user friendly touchscreen allowing Europa to effectively capture the required data within its transit processes.

With the systems requirement fully specified, Europa decided that the implementation would be undertaken in two incremental stages. The initial rollout of the new technology, equipped Europa with the resource and support to test the new technology against its existing processes and train the current users. TouchStar worked closely with Europa, undertaking the installation and commissioning to ensure a smooth and timely deployment of the final approved system.

### OUTCOME

The **Advantech-DLoG** vehicle mount computer has provided high speed data capture and fast efficient data communication. This has improved efficiency and productivity in addition to providing the flexibility and operational capacity to support Europa's plans for future growth.



*"We developed our own IT solution in-house so that we could design and deliver a fully bespoke solution, tailored to our needs and the evolving needs of our fast-growing business. TouchStar has supported that vision 100 per cent. They work hard to ensure that we get the best out of our system and that is very valuable to us. In short, we feel we have made the right choice and would highly recommend TouchStar." EUROPA*



# LAKELAND

## Lakeland:

Leading retailer of kitchenware and home ware products

### BACKGROUND

As one of the UK's home shopping pioneers, Lakeland is one of the leading names in kitchenware and home ware products. RF technology plays a fundamental role in optimising the many processes within their operations such as put away, picking and replenishment. Since their initial system was installed in 1996, the Kendal based warehouse operation has continued to grow, now managing the distribution for over 60 stores nationwide as well as fulfilling customer orders placed through their website and over the phone.

### SOLUTION

Facing an even faster turnaround and the continued challenge of maintaining reliable, streamlined operations, Lakeland once more turned to TouchStar Technologies for a mobile computing solution. Working together with TouchStar to select the best solution for their warehouse, Lakeland selected the **TS7200** truck mounted terminal. The devices combine high impact polycarbonate plastics, metal alloy chassis and the use of Sorbothane® rubber shock absorbers to provide an extremely reliable solution and prolonged life within Lakelands robust warehouse environment.

With high-definition graphics and keyboard the **TS7200** also provided outstanding readability. The integration of a fully capacitive QWERTY keyboard also meant that Lakeland benefited from an easy to use, robust wipeable touchscreen with its large keys perfect for their data entry applications.

### OUTCOME

The benefit of the system means that Lakeland always has real-time information to hand on every facet of the operation such as allocated tasks and stock location. All this information helps provide their customer with a speedy and responsive service which is critical in ensuring their customers have a great shopping experience.



***“The new hardware has enabled us to maintain efficient warehouse processes. The availability of accurate real time stock movement updates means we have 100% confidence that all stock information is right up-to date. With TouchStar we have enjoyed excellent local support, so downtime is minimal, and our operations are more cost effective.” LAKELAND***





## Magnavale:

### Leading provider of temperature controlled storage solutions

#### BACKGROUND

With over 1.95 million square feet of warehouse space and more than 200,000 pallet spaces across multi-temperature regimes nationwide, Magnavale is the choice partner for major food manufacturers, importers and retailers for temperature-controlled storage solutions. With several systems in place to support the supply chain requirements of their end users, Magnavale recognise the value technology adds to their operational processes.

#### SOLUTION

With their existing data capture equipment now unsupportable Magnavale were concerned about the costs and potential impact on service levels. As a forward-facing company, Magnavale made the decision to upgrade the RF equipment within their Chesterfield operation. The challenge for Magnavale was to source some new RF devices that would be able to integrate directly into their existing WMS system. Following an extensive research and testing process, Magnavale turned to leading UK manufacturer TouchStar Technologies, selecting their fit for purpose **TS8000** series handhelds and **TS7000** series truck mounts for the upgrade.

With its optimally positioned hard capped keys, the **TS8000** was the perfect device for Magnavale's scan intensive warehouse operation. Not only that, the availability of a hot swappable battery guaranteed continuous operation and reduced downtime. For the truck mounted requirement, the **TS7000** provided a fit for purpose device, integrating rich functionality into an ergonomic and compact design with rugged features such as polycarbonate plastic alloy casing and a sealed membrane keyboard.

#### OUTCOME

Following the initial dialogue and selection, TouchStar worked closely with Magnavale to manage the upgrade, covering everything from specification through to testing compatibility with their core WMS, go live and ongoing support. The support of TouchStar prior to the system going live resulted in a successful rollout. Rugged and reliable, both devices fulfilled Magnavale's requirements for high-speed scanning and data capture within what can be a challenging cold storage environment.

*"Investing in UK manufactured, and locally supported devices have ensured that we maintained high service levels and seamless operations. Operating a reliable system, we have removed the costs we typically associate with downtime. We are excited about the potential uses of the devices look forward to working with TouchStar on future projects." MAGNAVALE*



## Dr Organic:

### Award winning skincare company

#### BACKGROUND

Swansea-based Dr Organic is a provider of natural beauty and body care products. Following a recent upgrade to their warehouse management system and significant expansion in their operations, Dr Organic were looking for a truck mounted device that supported daily task execution and real time data entry. The requirement was a device that could be mounted onto the VNAs to help operators become more effective and efficient.

#### SOLUTION

TouchStar supplied its **TS7000** series vehicle mount terminal as a solution and provided support during installation. Dr Organic required a robust unit that would need to withstand heavy usage in a warehouse environment on its VNA trucks. The vehicle mount units provided a fit for purpose device, integrating rich functionality into an ergonomic and compact design with rugged features such as polycarbonate plastic alloy casing and a sealed membrane keyboard.

Connectivity was a crucial factor for Dr Organic's. The device supports Wi-Fi 802.11a/b/g/n, Bluetooth 2.1 and the 3G HSPA radio, enabling users to stay connected. An additional boost to Wi-Fi connectivity within the warehouse was recommended with the provision of an external Wi-Fi antennae.

#### OUTCOME

The connectivity improvements also boosted the value of the recently-implemented WMS, with more devices providing both the visibility and data to help management further refine processes.

The solution also provides the scalability required for future growth and allows the opportunity for Dr Organic to expand the use of the technology into other areas and processes within their operation.



***“The TouchStar solution wasn’t just a good option, it was a great option, and we are very pleased with it. The implementation was smooth, and the support provided was exceptional. We plan to invest in more TouchStar devices as we expand, TouchStar is a great company to work with.”***

**DR ORGANIC**



## P&B Foods:

### Leading food manufacturer and distribution company

#### BACKGROUND

“King in Quality, King in Taste”, P&B (Foods) Ltd are a well-established food distribution company. Starting out in 1970, the family run company has gone from strength to strength and is now firmly positioned as one of the largest importers and wholesale distributors operating within the ethnic and oriental markets of the UK and Europe.

#### SOLUTION

As a business, P&B recognised the value that data capture could bring to their expanded operations. Previously a paper-based system, the business was looking to achieve several things from the roll out of such a system, from real time visibility of pallet and stock movements, through to increasing the efficiency of their picking operations and ensuring better management of operations such as stock rotation.

Integrating rugged data capture hardware alongside a new warehouse management system was to play a key role in refining several processes within their newly expanded operations. To fulfil the hardware requirement, P&B selected local rugged mobile computer and scanning specialists, TouchStar, selecting their fit for purpose **TS8000** series handhelds and **TS7000** series truck mount devices for the system.

#### OUTCOME

The implementation phase took 6 weeks from start to finish, with TouchStar engineers on hand to check device compatibility with the new WMS. Rugged and reliable, both devices fulfilled P&B’s requirements for high-speed scanning and data capture. From an efficiency perspective, the roll out of the new system has increased productivity threefold, particularly within their picking function. The real time element has also enabled them to optimise their operations, particularly from an efficiency, accuracy and cost perspective.

Since the implementation, P&B continue to grow their operations, additional investment in TouchStar and its next generation mobile computing technology has now been put in place with the company upgrading their existing windows scanners to TouchStar’s latest **TS8200** android handheld.



*“Investing in UK manufactured, and locally supported devices has ensured that we maintain high service levels and we have huge confidence in TouchStar and the support they have given us as a business. The investment has 100% paid for itself and we would highly recommend TouchStar to anyone looking to invest in data capture technology.” P&B FOODS*

## CONTACT US TODAY

Contact us on **+44 (0) 161 874 5050** or  
email us at **[sales@touchstar.co.uk](mailto:sales@touchstar.co.uk)**

For more information on TouchStar Technologies,  
visit **[www.rugged-mobile-computers.co.uk](http://www.rugged-mobile-computers.co.uk)**



## Get in touch:

**Phone:** +44 (0) 161 874 5050

**Email:** [sales@touchstar.co.uk](mailto:sales@touchstar.co.uk)

**Web:** [www.rugged-mobile-computers.co.uk](http://www.rugged-mobile-computers.co.uk)

**TouchStar Technologies Ltd** 7 Commerce Way, Trafford Park, Manchester, M17 1HW