

Case study

Avery Dennison



## Avery Dennison relies on Intermec SiteCare® services

Like most of us, Jim Conger values the ability to focus his work time on the larger duties he is paid to do – not waste it chasing down the details. As the site IT coordinator for the Memphis, TN distribution center of Avery Dennison Office Products North America, Jim is responsible for day-to-day communications within the facility, which includes the use of handheld mobile computing devices and printers on a wireless local area network provided by Intermec Technologies.

To keep the company's wireless system in top condition, Avery Dennison subscribes to Intermec's SiteCare service, which provides equipment inspection and inventory, firmware upgrades, radio frequency coverage checks, and emergency on-site support.

"The Intermec SiteCare team ensures that all our wireless radio equipment is functioning properly, plus they relieve the site coordinator from the chore of taking inventory," said Conger. "Without SiteCare, I would be tracking all the facility's radio frequency equipment – and Avery Dennison needs me elsewhere, taking care of my job."

### Sticking with the Best

As global leaders in self-adhesive consumer and office products and pressure-sensitive materials, Avery Dennison operates four manufacturing plants and four distribution facilities in North America. The company's distribution centers and warehouses use Intermec wireless technology to collect data, including wireless handheld computers for order picking and processing and vehicle mount computers for receiving, put away and replenishment functions. Each distribution center also has Intermec access points to move data wirelessly between the computers and the sites' wireless networks. The facilities use Intermec wireless printers as well.

"Speaking from a site coordinator's perspective, I am very pleased with Intermec equipment," Conger said. "Sure, Avery Dennison looked at competitors, but no other vendor's offering measured up to Intermec's products. Our handheld computers see daily use in a warehouse environment, so the devices we use must be rugged and easy to use. Intermec products have met the challenge."



## Adhering to Standards

Avery Dennison considered using a third party company for maintenance of their Intermec wireless equipment. But as Conger explained, "We stay with Intermec because the SiteCare team knows their own equipment. Also, we see excellent turn around time on repairs, and Intermec charges reasonable prices for the service we get."

"With SiteCare, we prevent problems before they occur," said Troy Newberry, an Intermec Systems Analyst who has managed SiteCare for Avery for a number of years. "When the SiteCare team finds an issue that needs attention, we address the problem immediately, before it becomes a real show stopper. I think Intermec customers appreciate this pro-active approach. We treat customers' equipment as if it was our own; we make it right."

"If we have any issues between SiteCare team visits or if one comes up while they are here, the team expedites a resolution to the problem, brings spare parts or sources any new parts that we might need to fix or expand the network," Conger continued. "Also the team acts as a conduit to Avery Dennison's engineering staff, highlighting anything specific that may require their attention."

## Labeled for Success

"Probably the most valuable work that SiteCare does for us is inventory of wireless equipment. Prior to SiteCare, I had to physically count and recount all the equipment myself, which took me and my staff away from the job. When the Intermec team comes in, they locate all

the wireless equipment, even if it is in use. Best of all, I don't have to sweat it – and that's a big relief. I'm sure the other site coordinators feel the same way. It is one less thing for us to worry about."

## Quality and Customer Service are Inseparable

Although the SiteCare team helps keep things running smoothly, Conger also appreciates their solid reliability when things do go wrong. "If I send a product out to Intermec for repair, I don't have to worry; it's going to get fixed and it comes back in a timely manner. If there is any hiccup, I just call my SiteCare representative and he clears things up for me right away."

"I would say that with SiteCare we save at least four man-days per site per year in inventory tasks alone. Those days are a huge relief to us. In short, I can take care of my job in the rest of the facility and leave the wireless inventory and maintenance to Intermec. When the SiteCare team is on the premises, they never have to be supervised. They just go out and get the job done."

"A side benefit of using Site Care is that it allows this facility to meet several Sarbanes-Oxley controls as directed by the Avery Dennison corporate office. The inventory work they do allows us to meet the wireless network equipment and asset accountability control, and the 'mini' site surveys ensure that there are no unauthorized access points attached to our network. Also, security settings are verified on all access points. All of these services help us to meet Sarbanes-Oxley controls."

## WLAN Check-ups: Ensuring Complete Coverage

In addition to maintenance and inventory services, SiteCare also performs wireless site checks of all Avery Dennison Office Products North America facilities where Intermec technology is in use. A complete check is done during product installations. Then at each maintenance visit the team performs a "mini re-check" of the wireless coverage, scanning the facility to ensure that the wireless capabilities still reach everywhere they are needed. The team then reports their findings to the site coordinator and includes recommendations on how to fix any outstanding problems.

"This kind of attention lets us know that Intermec is taking care of us," Conger said. "I am just telling the story for our Memphis facility, but all Avery Dennison distribution centers are set up the same way, and we use the same equipment and services in our manufacturing facilities too. It is a fantastic arrangement we have. It gives us all peace of mind."

Jim and his colleagues agree that subscribing to the SiteCare service has been a great benefit to Avery Dennison, and it has prolonged the relationship between the two companies. "The attention we get from the SiteCare representatives has furthered the company's desire to purchase future Intermec equipment releases. I would say that all of us within Avery Dennison are happy with the choice of Intermec."

### North America

#### Corporate Headquarters

6001 36th Avenue West  
Everett, Washington 98203  
Phone: (425) 348-2600  
Fax: (425) 355-9551

#### South America & Mexico Headquarters Office

Newport Beach, California  
Phone: (949) 955-0785  
Fax: (949) 756-8782

### Europe/Middle East &

#### Africa Headquarters Office

Reading, United Kingdom  
Phone: +44 118 923 0800  
Fax: +44 118 923 0801

### Asia Pacific

Headquarters Office  
Singapore  
Phone: +65 6303 2100  
Fax: +65 6303 2199

### Internet

[www.intermec.com](http://www.intermec.com)  
Worldwide Locations:  
[www.intermec.com/locations](http://www.intermec.com/locations)

### Sales

Toll Free NA: (800) 934-3163  
Toll in NA : (425) 348-2726  
Freephone ROW: 00 800 4488 8844  
Toll ROW : +44 134 435 0296

### OEM Sales

Phone: (425) 348-2762

### Media Sales

Phone: (513) 874-5882

### Customer Service and Support

Toll Free NA: (800) 755-5505  
Toll in NA : (425) 356-1799

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