

**Forward-Thinking Supply Chain Solutions**

Real-time data capture, printing, tracking, mobility, support & voice-directed solutions

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## Foreword

*“We first met in 2003 when Phil was the UK & Ireland Channel Lead at Honeywell and Keith, as Dakota’s MD, was about to embark on the company’s ascendancy into the Healthcare and Supply Chain sectors.*

*Since those early years and having maintained our ongoing friendship, our professional paths have since crossed once again, enabling us to collaborate and lead Dakota into new market sectors and initiatives whilst embracing emerging and cutting-edge technologies.*

*Capitalising on Dakota’s significant reputation and success to date, we are both proud to be the Directors of a dynamic, forward-thinking team of experienced individuals who will no doubt help us to steer the business to further success whilst maintaining our continued drive for customer care and satisfaction.*

*Our ethos is to always be the industry’s trusted advisers.”*

**Keith Hardy**  
(Managing Director)

**Philip Jarrett**  
(Commercial Director)



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# ABOUT DAKOTA INTEGRATED SOLUTIONS

**Dakota Integrated Solutions Ltd.** is a technology-centric, customer-focused company which is well-versed in the provision and deployment of digital integrated data capture, printing, mobility, support and voice-directed solutions across a diverse range of environments.

Thanks to our team of experts and their years of industry experience, we provide our customers with the most up-to-date and fit-for-purpose tools they need in order to maximise efficiency and drive cost savings across their enterprise.

We offer our clients a consultative approach and are well-versed in offering advice and recommendations to help select the right devices and technology for their specific requirements, helping them to recognise their full potential through the deployment of fully automated systems that embrace their current business practices.

Dakota's expertise is driven by a constant focus on the developments within our customers' markets, and we are dedicated to providing our clients with a real competitive edge as a direct result of the solutions that are implemented.

**Our ethos** is to support and retain our clients through the provision of outstanding customer service.

**Our value-add** is our consultative approach. We offer advice and recommendations to help our customers select the right devices and technology for their specific requirements.

**Our strength** is the ability to offer a complete solution, enabling our customers to deal with only one supplier partner for all their data capture and printing requirements, whilst guiding them through the whole process, from product selection to implementation.

**Our focus** is our customers.



Maximise  
Efficiency



Become  
more  
Competitive



Increase  
Productivity



Rapid  
Return on  
Investment



Reduce  
Errors

# DAKOTA: YOUR COMPLETE SOLUTION PARTNER

With the ability to offer a complete solution which enables our customers to deal with only one partner for all their data capture requirements, we deliver tailored solutions to challenge and maximise our customers' competitiveness, working directly with them from initial analysis of business processes and feasibility study, through to design, implementation, training and after-sales support.

We are fully equipped to deliver solutions, services and support within new, existing or legacy ERP, WMS, MRP and IT infrastructures which help to optimise IT environments whilst working effectively and seamlessly within designated time-scales.



Our strong relationships with some of the industry's leading vendors enables us to offer our customers best-of-breed products, software and services, allowing them to maximise their output with minimal disruption to on-going daily routines.



Partner



SILVER PARTNER

Our innovative services have been competitively deployed within applications such as Distribution, Shop Floor Data Capture, Warehouse Management, Packaging Compliance and Proof of Delivery.

## Our Mission Statement

*“Our mission is to deliver a range of technology-centric, industry-leading data capture solutions into the hands of our customers which are designed to enrich and empower their business processes, whilst maintaining our service-focused approach.”*

*As technological advances develop, so do our solutions. Thanks to our consultative methodology and strategic approach, combined with high levels of expertise and rich industry knowledge, we are well-placed to offer advice and recommendations to support our clients in the selection of the right devices and technologies for their specific requirements, helping them to achieve improved business practices through the deployment of reliable, innovative and fit-for-purpose solutions.”*





# OUR SUPPLY CHAIN PORTFOLIO

## PROFESSIONAL SERVICES

Consultancy & Advice  
System Design  
Implementation  
Project Management  
RF Site Surveys  
Training  
Installation & Configuration

## HARDWARE & MEDIA

Voice-Directed Hardware  
Handheld Barcode Scanners  
Rugged Handheld Computers  
Heavy Duty Printers  
Vehicle Mounted Terminals  
RFID Tagging  
Barcode Verifiers  
Printer Consumables  
Intelligent Cabinets

## SUPPORT

Total System Support  
Software Maintenance  
Hardware Repairs

## SUPPLY CHAIN SOLUTIONS

Automation

Manufacturing

Warehousing

ePOD

Track & Trace

GS1

## VOICE SOLUTIONS

Warehousing

Maintenance &  
Inspection

Healthcare



# SUPPLY CHAIN SOLUTIONS

*Thanks to a long and established history of successful mobility and printing installations, we are well-equipped to advise on the best supply chain solutions to fit our customers' requirements.*

## Manufacturing

Created with increased efficiency, cost reduction and real-time data capture at the process level in mind, our solutions collect data directly from production line assets, giving managers full, real-time control over data and costs.

Our solutions help to streamline data entry processes by eliminating paper-based data capture in order to provide an accurate and up-to-date overview across the entire organisation of ongoing processes and procedures, helping to increase traceability, efficiency and accuracy.

They also help to scrutinise production line statistics, enabling better quality control, improved adherence to production schedules and real-time order progress tracking, helping to monitor costs, improve customer service and reduce raw material wastage. And with the ability to provide historical records of manufacturing data, thanks to complete audit trail access, our customers can easily identify when a product was manufactured and by whom, should an issue arise.



## Warehousing

In order to meet customer orders and keep a warehouse running as smoothly and efficiently as possible, it is important to ensure that production planning, stock rotation and inventory management are under full control.

We have a suite of products and solutions available which enable access to real-time stock levels, transaction data and order visibility, reducing the need for surplus stock and allowing the provision of accurate and realistic time-scales to the customer.

We can help streamline production and planning processes and maximise throughput, order accuracy and productivity whilst increasing customer satisfaction and profitability by removing unnecessary business costs.

By implementing automated multi-channel solutions to overall operations and key warehouse processes thanks to the latest Auto-ID hardware and software, paperwork administration is eliminated, enabling warehouse management teams to complete tasks faster and with more accuracy.

*“Our experience with Dakota has been nothing short of excellent. They are extremely customer focused and genuinely want the best for their customers, not only in terms of price but in the service that they offer and the products which they put forward for consideration. We would not hesitate to recommend Dakota to anyone.”*

**Business Systems Manager, Georg Fischer**



## Electronic Proof of Delivery (ePOD)

For any ePOD application, the provision of reliable and accurate data is key. We understand these requirements, both from a business and consumer perspective, and have created a range of solutions whereby proof of delivery information is collected and distributed reliably, accurately and on time.

As well as facilitating the collection of signatures, images and data to prove that a delivery has taken place and feeding this information 'back to base' or to the customer in real-time, helping to improve client satisfaction and reduce the number of queries relating to incorrect or misplaced deliveries, we also understand the need to manage 'return to depot' processes, all of which can pose problems for businesses and consumers alike.

Our solutions are also equipped to handle route configuration and planning, helping to reduce costs through route efficiency, while GPS usage enables managers to pinpoint driver locations in order to provide up-to-date delivery time-scales and updates.

*“We have built up a fantastic working partnership with Dakota over the years thanks to their friendly yet highly professional service. They are always willing to move with our demands and requirements, sometimes at very short notice, and have been an excellent solution partner right from the start.”*

Head of Transport, **QE Transport Services**





## Track & Trace

The tracking of fixed and roaming assets and items inside the four walls, across multiple sites or within a distribution network is essential to ensure that they are used and managed correctly with maximum efficiency. Our track & trace software solution enables businesses to accurately track items' whereabouts whilst delivering the information on dashboards for real-time ease-of-location visibility.

Offering seamless integration to any host business system, our solution helps to avoid time-consuming and error-prone stock checks often associated with paper-based systems. It also identifies which assets are in use and their location, helping to monitor asset utilisation and maintenance schedules, as well as eliminating time spent searching for individual items.

In terms of the location of items within a distribution network, the solution enables the tracking and tracing of items in transit, providing accurate delivery times and enhanced scheduling capabilities, boosting customer service and overall efficiency and productivity flow.







## Automation

It is of the utmost importance that today's manufacturing facilities ensure that their production processes are running as smoothly and as efficiently as possible. Failure to do so will result in a throughput reduction of mass-produced products and will ultimately have an adverse effect on margins, causing financial loss.

Thanks to our understanding of the need to implement effective automation processes in order to achieve maximum efficiency and increase manufacturing productivity, accuracy and throughput, our range of electronic automation solutions collect data directly from production line assets and communicate the information directly to the host system.

In comparison with error-prone manual processes, electronic automation reduces the costs which result from human error and helps to streamline production, making businesses more efficient and profitable.

*“Dakota have proven to be a flexible and reliable partner, taking the time to understand our requirements and provide knowledgeable advice and solutions with a high level of quality service, ensuring a constant supply of products and the ability to react to changes in demand. I would have no hesitation in recommending them.”*

**Operations Co-Ordinator, Chain Reaction Cycles**



## GS1 Compliance

The need for barcodes and labels to be consistent at any stage within the supply chain is critical. Failure to do so will result in process interruptions, decreased throughput and a large amount of time and money spent on resolving issues. As a GS1 Partner, we understand the need for barcode readability and the supply of GS1-compliant shipping labels to ensure that the supply chain runs as efficiently as possible.

Thanks to years of experience, our team of experts is well-versed in the provision of the correct combination of data capture hardware, software and services in order to help achieve barcode readability goals, reducing the need for time-consuming and error-prone manual data entry, helping to create a successful, profitable and smooth-flowing supply chain.

Our relationship with GS1 combined with our deep industry knowledge base means that we are well-placed to advise on the best products and solutions to help achieve streamlined processes and enhanced product traceability through the adoption of GS1 barcoding standards.



Partner

# VOICE SOLUTIONS FOR THE SUPPLY CHAIN

## Run A Better Warehouse with Voice

Offering a wealth of advantages over traditional RF scanning and paper-based picking, voice-directed data capture solutions are fast becoming a popular choice within a variety of supply chain environments such as warehouses and distribution centres.

For businesses that have fast-moving picking environments, broad SKU lists and more than ten warehouse pickers, voice-directed technology is capable of producing **game-changing results**.



### How Does it Work?

Conceptually similar to traditional paper or RF scanning methods, voice-directed technology uses the spoken word to communicate prompts and responses directly between the operator and host system.

Supporting the complete spectrum of warehouse processes, voice-directed technology enables mission-critical applications to become more streamlined, effective and productive due to the elimination of inefficiencies within virtually every aspect of the warehouse - **helping remove unnecessary costs from the business.**



### Improve safety as much as 20%

Operators are equipped with a small wearable computer and headset, allowing them to work 'hands-and-eyes-free.'



### Reduce Errors by up to 50%

Instant validation of transaction data eliminates inefficiencies and increases accuracy throughout the warehouse.



### Decrease Training Time by 50%

Voice-technology facilitates the training of seasonal workers and reduces the attrition rate of permanent staff by up to 30%.



### Increase Productivity up to 35%

Direct communication with the host system enables operators to confirm their actions verbally in real-time.



# VOICE SOLUTIONS FOR MAINTENANCE & INSPECTION

## Attain Regulatory Compliance for Maintenance & Inspection

For many businesses, the documentation of maintenance and inspection processes is inefficient requiring the technician to enter observations and findings as a separate activity to the actual maintenance and inspection procedure.

At Dakota, we provide Honeywell Voice solutions that are purpose-built for the maintenance and inspection marketplace, enabling companies to run a better and more compliant business.

## How Does it Work?

Voice-directed solutions are a real and viable alternative to more traditional pen and paper maintenance and inspection documentation methods, thanks to both prompts being delivered and operator responses provided through the spoken word.

This 'hands-and-eyes-free' technology removes the back-and-forth data entry and look up time on a laptop, handheld device or paper form, helping to save time whilst reducing the number of data entry errors.



## Ensure Regulatory Compliance

- ✓ Use step results to identify high risk areas and eliminate costly points of failure
- ✓ Eliminate shortcuts and quality issues with full visibility of QC related issues
- ✓ Identify assets that require the most resources and maintenance activity
- ✓ Achieve consistent performance across sites



## It Pays for Itself

Voice-directed technology can produce a rapid return on investment (ROI) whilst enabling businesses to elevate their documentation and compliance to levels never before attainable.

# SUPPLY CHAIN PRODUCTS

## Fixed Industrial Terminals & Tablets

Including WiFi & Bluetooth connectivity options



## Voice Technology

Headsets & Voice-Enabled Computers



## Mobile Computers

Handhelds, Rugged PDAs, Vehicle Mount Terminals, RFID Devices & Cradles, Batteries & Accessories



## Intrinsically Safe Computers

Handhelds, Tablets & Rugged PDAs



## Wireless Infrastructure

Access Points







### Wearable Technology

Arm Wearables, Ring Scanners, Hand Scanners & Glove Mounts, Head & Hat Mounted Devices



### Printing Consumables

Printheads  
Thermal / Direct Thermal Labels  
Custom Labels  
Pre-Printed Labels  
RFID Labels  
Ribbons  
Cartridges  
Wristbands  
Tags & Textile Labels



### Device Storage

Intelligent Cabinets  
Storage Racks  
UV Sanitation Drawers  
Controlled Access

### Barcode Scanners & Verifiers

1D/2D Imagers, Wireless/Corded, GTIN Compliant, DPM, HD & Extended Range



### Printers

Mobile Printers  
Desktop Printers  
Industrial Printers  
Kiosk Printers  
Wristband Printers  
ID Card Printers  
RFID Printers  
Print Engines  
GS1 Compliant





# SUPPLY CHAIN PARTNERS

## Hardware Partners



## Software Partners



## Voice Partners



## Application Partners



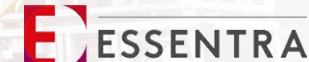
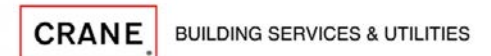
Partner



Our relationships with industry-leading hardware manufacturers, software providers, application partners and procurement associates help us bring best-of-breed products and fit-for-purpose solutions to our customers.



# OUR CUSTOMERS





# SERVICES & SUPPORT

## Protect Your Investment

Used on a daily basis, data capture solutions promote a range of benefits, including streamlined operations and enhanced decision-making.

Ideally, the solution should work all of the time, however on the occasion that something does stop working, the effects can drastically reduce productivity and efficiency. Whatever the cause, solution downtime can affect the whole organisation.

In order to ensure that any organisation is not unnecessarily exposed to the risks of downtime, we offer a range of managed service offerings pertaining to both the support and maintenance of supplied hardware and accompanying software solutions, in addition to professional service offerings such as project management and technical requirement analysis services to aid in the delivery and implementation of our provided solutions.

Underpinned by our own in-house expertise, our managed service and professional service offerings are constructed to give complete peace of mind by investing in expertise which will oversee the end-to-end delivery and maintenance of the solution, allowing for efficient supply and cost saving opportunities.

They also ensure a single, central point of contact with one of our specialists who are always on hand to answer questions or to offer advice. We provide a range of service and support contracts to suit a variety of needs and budget.

*“The main business benefit of working with Dakota is supply reassurance, confidence and total peace of mind. They are an extremely customer-focused organisation with a fantastic degree of knowledge. Products are always delivered on time and they offer a rapid response in the event of any queries. I would not hesitate to recommend Dakota to anyone.”*

Procurement Category Manager, **Marshalls Plc**



# FINANCE & LEASING OPTIONS

Thanks to a variety of finance and leasing options available from our preferred supplier, we can assist with data capture equipment, software, support and solution purchases.

Examples of some of our options include:

## **Fair Market Value Lease**

Rent equipment for an agreed period of time and at the end of the term either upgrade the asset, hand the asset back, purchase the asset or continue renting the asset on a casual basis

## **Equipment Rental**

Full pay out lease with VAT paid back with each rental instalment

## **Hire Purchase**

Pay for the asset over agreed instalments with VAT owed up front

We can also look at alternative options and help to structure payments, including payment deferrals or monthly, quarterly and annual instalments and will do everything we can to help to find the right payment plan to accommodate a range of budgets and requirements.

*“Dakota took the time to understand our requirements and couldn’t have been more helpful and knowledgeable. Our experience with Dakota has proved that they are an extremely customer-focused organisation and gave viable, intelligent advice in order to help us achieve our end goal. Our experience with Dakota has been nothing short of exceptional.”*

Regional Operations Manager, **Univar Solutions**





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