

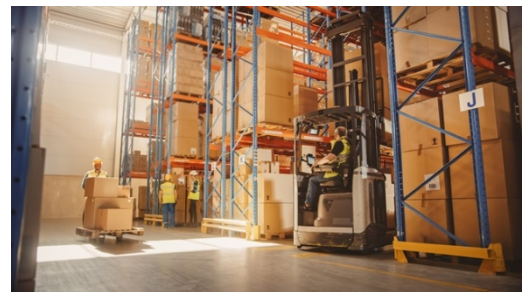


## CASE STUDY

### Top International Tobacco Manufacturer Improves Its Working Efficiency by Adopting CipherLab's RK95

One of the largest international tobacco manufacturers in the world with presence in more than 120 countries, utilized CipherLab's RK95 for its warehouse management in Taiwan.

The manufacturer's warehouse shelves can be as high as 3 stories, so forklifts are necessary to access the upper racks. Also, the tobacco manufacturer uses Velocity TE and needs to connect to the VT Terminal server in order to access backend data for warehouse management.



With these important requirements, long range reading capability and an internet connection for its handheld devices are the primary criteria for device selection.

In the past, other brand devices were used; however, the devices did not perform well and had several technical issues. The device downtime affected working efficiency and productivity. Therefore, the tobacco manufacturer has been looking for a new device to improve their situation. They purchased two devices from other brands and the CipherLab RK95 to do internal testing at the same time.



CipherLab's RK95, an industrial mobile computer, is designed for various warehouse applications. It supports WiFi connectivity and its durable design makes it able to survive in most demanding work environments. For a variety of different reading needs, its versatile reader options cover it all. From a laser 2D mid-range imager to an extended-range 2D imager, it gives long distance barcode reading up to 18 meters which suits the tobacco manufacturer's needs perfectly. On top of that, the RK95's lightweight pistol design guarantees all-day comfortability.

After-sales service for this kind of mobile handheld device is important as unexpected technical issues in warehouse environments are inevitable. Technical issues may cause device downtime and lessen working efficiency. Having experienced this problem in the past, the tobacco manufacturer listed after-sales service response time as one of their highest

priorities. However, as the headquarters of the brands are overseas, after-sales service speed is slow and instant response is not possible. This is not the case with CipherLab, who's after-sales service is immediate.

Regarding the company's indoor internet connection issue and need to connect to the VT Terminal service, CipherLab, as a local manufacturer with all its resources readily available, arranged its technical support personnel on-site and worked with its IT staff members to solve the problem. CipherLab helped the tobacco manufacturer locate their internet connection problem and provided suggestions to its IT staff members. The tobacco manufacturer was quite satisfied with the device testing result and the speedy technical support from CipherLab. They now deploy the RK95 throughout their warehouse for more efficient management.

To know more about the RK95, watch the following video: [https://youtu.be/oEe522le\\_Go](https://youtu.be/oEe522le_Go)

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