

HOT TONER CASE STUDY: Honeywell Movilizer with NetSuite Integration



Hot Toner and Honeywell Movilizer

[Hot Toner](http://www.hottoner.com.au/) is the leading online supplier of Premium Inkjet Cartridges, Toner Cartridges and Other Consumables for Printers, Photocopiers and Facsimile Machines.

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"With our use of NetSuite & JCurve, introducing the Movilizer Warehouse Management System was the next step in our evolution"

Hot Toner is a leading online supplier of Premium Consumables for Printers, Photocopiers and Facsimile Machines. With an extensive, highly consumable product range, Hot Toner's online store is open 24 hours a day, 7 days per week. Time-saving order management flows and accuracy of picking are essential to their business workflow as an eCommerce business. Originally using Quick-books Hot Toner required a Cloud based CRM that could fulfill the following requirements:

- Handle the network load as the company grew
- Had no Hardware to maintain
- Cloud based
- Better fit with the Company protocols

JCurve ERP & NetSuite Software with the Honeywell Movilizer Warehouse Management System was the ideal solution.

Managing Order Workflows

Servicing a large volume of orders coming in every day, Hot Toner had developed some processes that saved time with NetSuite managing the workflow. What Hot Toner wanted, was to improve the accuracy of their picking without affecting their time-saving processes through their existing NetSuite JCurve process.

Using the Honeywell Movilizer mobile platform within NetSuite to improve Hot Toner's warehouse operations enabled NetSuite to continue to manage the order workflow while improving picking accuracy. This also gives their warehouse staff complete control over when the data was delivered. Due to the size of their warehouse, the Honeywell Movilizer Warehouse Management System allows their staff to keep on processing orders on their mobile device regardless of an internet connection improving order processing times.



Improved Accuracy

With Cloud to Cloud based synchronisation, Hot Toner's data is delivered and updated in real time from NetSuite to the Handheld devices used in the warehouse. With NetSuite managing the operations, workflows were customised to display the information when required, to check order accuracy.

This integration also provided Hot Toner with a workflow that allowed the system to collect new product barcodes from suppliers when the goods were received, also keeping their SKU's up to date. Built entirely with-in the NetSuite platform, all NetSuite's item variations and configuration options are supported. Also from a cost perspective, Hot Toner are not locked in to specific hardware, as the Honeywell Movilizer user interface can be deployed on virtually any hardware, enabling them to use existing hardware.

With improved accuracy and reduced human error Senior staff are no longer wasting resources in staff training and time consuming error checking, enabling them to work on the business

"We no longer need to waste resources using Senior Staff to train casual staff or physically track human error themselves in the picking process"

Honeywell Movilizer Results

Implementing Mobile solutions was simple and flexible, and a natural extension to NetSuite. By using a customised solution, and industry standard hardware, Hot Toner reduced warehouse picking errors to less than 0.1%. Accuracy was achieved without sacrificing efficiency or impacting on the time to pick and process orders.

Warehouse systems are now managed more efficiently with the Honeywell Movilizer Warehouse Management System with complete control over when their data gets delivered. Even during internet down time, the Honeywell Movilizer Warehouse Management System allows orders to continue to be processed, as each user has the correct display of information for their needs.