Lappen Security Products Cuts Physical Count Time By 70% By Implementing a Handheld Tablet and Barcode Scanner.

Lappen Security Products is a full-service business and home security provider. The family owned business serves clients from Green Bay to Fond du Lac as one of the premier security companies in Wisconsin.

Servicing their customers requires a variety of products that they keep in their store, warehouse and multiple work trucks. To locate and count their inventory was a tedious and time consuming task. President and Owner, Scott Wildenberg, along with Sales and Office Manager, Matthew Bent, found that "the way we were doing it was confusing and time consuming." They were looking for a more accurate and efficient way to complete their count.

Wildenberg, a long time customer with Competitive Strategies, Inc (CSI), was intrigued by an email he received regarding new custom software programs CSI was creating to use with tablets and scanners. He thought right away "that this would be great for us because this is exactly what I am looking for." Previously, Managers and Technicians spent hours trying to locate items based on very vague descriptions. Frustration led to counters "guessing at numbers" resulting in many inaccuracies. Wildenberg's goal was "to take the technicians out of it and keep them on the road making money."

Lappen Security Products started barcoding their items and now simply scan items during their physical count. Bent stated, "It has saved so much time and reduced headaches. I don't need to know where anything is anymore; I just go and scan it. The software is so incredibly easy to use; it couldn't be any easier." Wildenberg was extremely happy with the reports and stated "I didn't have to tabulate anything or try to count tally marks. The numbers were just there."

Prior to implementing the tablet and scanner program, Wildenberg estimated that the physical count took approximately 50 hours. That didn't include lost time for pulling technicians off the road or having to close the shop. After implementation, the count takes about 16 hours with only two Managers doing the work. Adjustment time decreased from 5 to 1.5 hours. The time to complete the entire physical count has been reduced by 70%. Bent has been very impressed with the results, "This program is phenomenal. It has been able to do everything we want and more." Wildenberg is looking to the future with the project, "Great savings and being so easy, we can count inventory more often to catch inaccuracies."

Wildenberg found many advantages to working with CSI. The number one reason is that "everyone is great to work with" stated Wildenberg. While the process was being created, Lappen had many revisions that they wanted to make so the program would work best for them. "It was never a problem and it was done very quickly. The customer service has been excellent. I can't see anything else I would need or want."

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Prior to implementing physical count using tablets and scanners, counting inventory took approximately 50 hours. After, the time estimate is 16 hours.

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