

APPLICATION REPORT

SERBACO

PORTLAND, OREGON

QUOTE:

"We experienced a theft of \$5,000 worth of equipment before instituting CHECK IN/CHECK OUT. We could have kicked ourselves knowing that if we had the system at the time of the theft we would have been able to track the location and handling of the items."

- Shannon Shaw, office/purchasing manager

PROFILE:

- ▶ An air pollution control company that helps its clients measure the emissions of their companies, and ensures their compliance with the Department of Environmental Quality
- ▶ 30 Employees
- ▶ Approximately 200 pieces of high- and low-end field tools to keep track of

PRODUCT BENEFITS:

- ▶ The biggest benefit of CHECK IN/CHECK OUT to Serbaco is that the system encourages employees to be accountable. "We had trouble with people not returning tools," says Shannon Shaw, office/purchasing manager at Serbaco. "So to ensure accountability, our maintenance supervisor Jim Roedel suggested we purchase the system." Now each employee and tool is assigned a bar code. When an employee wishes to borrow equipment, the staff member's bar code is scanned along with the specific tool's bar code. After scanning the bar codes, the system documents the borrower, the piece of equipment checked out, when the item left the facility, and when the tool should be returned.
- ▶ TISCOR's application has become more than a tracking system to Serbaco. "We would recommend this system to our counterparts--it's flexibility made it a Godsend," Shaw says. The company has adapted the product for use in other areas of operations such as to record purchasing transactions or track safety equipment dispersed to employees.
- ▶ Shaw says even "non computer literate" people can implement CHECK IN/CHECK OUT. An interactive web demo conducted by a TISCOR employee furnished Serbaco staff members with a visual learning tool and hands-on experience, enabling employees to use the program quickly.
- ▶ Serbaco got the system up and running in one day. Employees set up an assembly line to issue bar codes to staff members and tools, and the system was ready to go.
- ▶ Easy-to-read reports put all the data into perspective. "We are very impressed with the reports and how easy it is to read and make sense of the information on the reports," Shaw explains. "We find CHECK IN/CHECK OUT to be a great purchase--it's one of the best things we've done since implementing two-way pagers."
- ▶ Serbaco realized a cost savings by not having to appoint a staff person to manually check equipment in and out. The application saved numerous hours of employee time that was spent on researching where tools were located or manually logging information at the time of checkout.

CHECK IN/CHECK OUT

BEFORE INSTITUTING

CHECK IN/CHECK

OUT, NONE OF

SERBACO'S TOOLS OR

EQUIPMENT WERE

PROPERLY ACCOUNTED

FOR. NOW, TISCOR'S

SIMPLE AND ACCURATE

TRACKING SYSTEM HAS

HELPED THE COMPANY

ACCOUNT FOR ITS

SUPPLIES AT ANY GIVEN

TIME, SAVING THE

COMPANY TIME AND

MONEY.



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