



CASE STUDY

LEADING ONLINE AUCTION HOUSE FOR COLLECTIBLES BETS ON FASTER AUTHENTICATION, GREATER PRODUCTIVITY WITH DTG MOBILIZED WORKSTATIONS

Company Almost Doubles Number of Products Processed by Bringing Computing Power to the Point of Task

A world-leading online auction house has built its reputation by offering a secure place for the re-sale of collectible items like shoes, apparel, sports memorabilia, trading cards and other items. It works with individual buyers/sellers to authenticate goods and deliver them to the buyer in a safe, timely and reliable way with a guarantee of authenticity.

On a yearly basis, the company handles approximately 15 million transactions, which must be processed, authenticated and documented. All items that are purchased need to be properly labeled, packaged and shipped to buyers. In each of the company's 11 Authentication Centers and drop-off locations, upwards of 50 to 100 workers can be traversing across the warehouse at once.

Items Needing Special Attention Put the Brakes on Efficient Workflow

With so many operations being conducted at once—from receiving, processing and authenticating items, to preparing them for shipment—any items that need special attention because of questions about their authenticity, origins, or other issues require the involvement of supervisors. The work to resolve the holdups can be a time-consuming process that slows down operations.



THE RESULTS

- ✓ Increased item processing volume from 8 to 14 products per hour
- ✓ 70% increase in overall productivity
- ✓ Quality/errors issues reduced by 20%
- ✓ Return on Investment (ROI) achieved in under six months

*After first trying mobile computer workstations from another vendor, the company ultimately selected mobilized **PowerStations** from **DTG** because of their ability to scale to meet needs across multiple shifts with advanced power.*

Adding to the challenge at the online auction house was the fact that supervisors were not stationed on the floor. When any problem arose, they had to walk to the authenticator's station, pick up the troubled product, and bring it to a fixed workstation to process it accordingly and work to resolve the issue. This not only caused motion and time waste, but also a greater chance for errors, since often information would be jotted down in a notebook and carried to the computer for input.

Mobilizing Supervisors, Removing Motion Waste

The online auction house determined that what it needed was a way to bring computing to the point of task, so that supervisors called upon to address a "problem" item would be able to identify and document the issue, then research it and take appropriate actions directly from their laptops and printers on the warehouse floor.

Efficiency, Productivity, and Quality Reach New Heights

Today, supervisors are equipped with DTG PowerStations that enable them to process information directly from their

workstations at the point of task and resolve issues without taking any extra steps. Additionally, the costly errors caused by lost tags, labels, or paperwork as a result of all that movement is eliminated.

Since the PowerStations are powered by DTG's advanced battery system, built upon safe and eco friendly Lithium Iron Phosphate (LFP) batteries, they can operate 24/7 with 100 percent uptime, and swappable batteries reduce the need to revisit a recharging station within a shift.

As an added bonus, 10 percent of valuable floor space is freed up for other functions, since supervisors no longer need dedicated fixed desks.

Thanks to DTG PowerStations, the online auction house has seen significant productivity and employee satisfaction gains, and reduced authentication errors and motion waste.

▶ ABOUT DTG

DTG is the global leader in the design, development, and delivery of power systems and mobile workstations. We are committed to designing custom food and beverage carts that combine innovation, ergonomics, and usability to meet the unique needs of your customers, your workflow, and your environment.

For more information, visit www.DTGPower.com