



JDE Data Collection Costs Too High?

Consider a Better Choice for Your ADC “Solution”

By Deep Gréwal

The automated data collection industry is composed of a few distinct solution providers.

To understand the environment and behavior of the automated data collection (ADC) industry, it is crucial to define one word: ***oligopoly***. An oligopoly refers to a type of market where a few vendors offer similar or identical products. It is in the best interest of each vendor to maintain a unique identity, employ a distinct marketing scheme, and advertise exclusive product characteristics to achieve differentiation from the competition.

An inherent benefit of this type of market implies that consumers quickly learn about the vendors and their product offerings. Since the choices are limited, comparisons and disparities are easily conducted with a comprehensive, high-level analysis. The amount of time spent “shopping” is greatly reduced since there are only a few “stores” to visit.

The vendors are sentient to this phenomenon and vie to propose an attractively shiny offer that is full of marketing rhetoric and the occasional pure-propaganda approach. The goal is to secure the customer by obtaining commitment, initializing a revenue stream, and imposing contractual terms. Mobile phone companies and cable providers are excellent archetypes of this occurrence. However, with a mobile phone company or cable provider, the equipment can be either discarded or returned once the contractual obligations have been breached or fulfilled. Conversely, in the JD Edwards ADC industry, switching vendors can be *slightly* more complicated.

Some vendors offer an automated data collection solution which quickly develops into nothing more than a problem for an unsuspecting customer. Unfortunately, by the time this realization becomes evident, the customer may feel that it is too late and far too expensive to select another vendor. This, however, is a misconception.

Symptoms of an Automated Data Collection Problem

It does not take long to identify a vendor that conducts business in a manner that is in complete conflict with the sales pitch that you clearly remembering listening to. Since the contract has already been signed and the check has been cashed, the vendor has switched gears and is thinking from a post-sale perspective. Be aware of the following tell-tale signs that can decay the proposed return on investment and inflate the total cost of ownership.

Project Planning?

If the words “project planning” seem like an oxymoron after the implementation of your ADC solution, then the service requirements of your project were probably more time-intensive than originally quoted. If your ADC solution provider was as experienced as their website and marketing literature claimed, your provider should have been expected to have familiarity with the implementation of their

Bad project planning, poor support systems, and dependence tactics are vendor-confinement techniques imposed on customers.



product in a variety of environments, including yours, while being sensitive and respectful to the proposed timeline and cost.

False claims and inaccurate statements destroy the reputation and integrity of a vendor early on in the game while sharply increasing implementation costs and extending sensitive project dates. Higher customer costs equate to enhanced vendor revenues. The implementation phase is an early opportunity for some vendors to siphon more funds. Most vendors do not offer a “fixed price” or a “not to exceed” cost provision for the project. Keep in mind that an experienced solution provider generally will not make statements such as:

- *“Your company’s infrastructure and systems were more complicated than we expected.”*
- *“In order to best serve you, we needed to customize this implementation to fully-integrate with your complex organization.”*
- *“You will need to upgrade your hardware and we can only offer you support if you buy the servers from us.”*
- *“We will have a new version of the software available soon. We should have waited until this new version was available, since it includes the features you really needed.”*

Poor Support System

Okay, so the ADC solution is finally installed and now you have encountered an issue which is not covered in the documentation and has your IT analysts scratching their heads. Luckily, your organization purchased a support contract from the vendor and this is an ideal scenario that prompts you to make that first support call. The support issue is logged and a reference number has been issued for the support case. However, after days or weeks of repeated calls, the problem is still outstanding and you have spoken to various “support technicians” who only add notations to the support case and offer no solid remedy.

A support contract is another vehicle which is commonly used to transport post-sale revenue directly into the pocket of the vendor. ADC integration with complex mainframes, ERP systems, and databases requires a knowledgeable staff of industry experts. The vendor is happy to provide a mediocre and under-trained staff of technicians at a premium.

Vendor Dependence

The more your organization depends upon the ADC vendor when making infrastructure changes and system upgrades, the tighter the grip the vendor has in each internal project plan’s timeline and budget allocation. Depending upon the fine-print in the support agreement, the vendor may require additional cash to assist your company with its endeavors. This serves to automatically incorporate the vendor into each project plan and confirms a costly dependence on a third-party that has already demonstrated its lack of knack in this arena.

A lack of choices when dealing with an ADC solutions provider limits the options a customer can choose from. The only one option is to reluctantly seek the



assistance of the vendor as indicated in the contract. Conveniently, there are little to no partners, resellers, or independent consultants that can be considered when dealing with the once shiny and new ADC software that was posed as the “one-stop solution for all of your data collection needs”. At least they were right about the one-stop, since that stop is right in front of the vendor, each and every time.

RFgen represents and promotes your freedom of choice. We want you to succeed and take complete ownership of our ADC solution!

Freedom of Choice: RFgen

The freedom of choice is the freedom that is offered by RFgen Software. Founded in 1983, we specialize in mobile and wireless automated data collection software and can relieve the aforementioned symptoms, for good! As an *Oracle Certified Partner: JD Edwards Enterprise One* we are also recognized for our *SAP Certified ADC Solution*. In addition to a highly knowledgeable staff, we also have a network of international partners and resellers that are ready to assist you and help you maintain your freedom of choice!

RFgen Software has minimized setup and configuration time so that you can use the software as quickly as possible and take full control. Our framework is so successful that it has been designed and proven to easily integrate with various platforms. We include open-source transaction ‘templates’ with our package that allow you to easily modify existing code to have our software meet your unique needs.

- Over 125 worldwide partners
- Over 500 worldwide consultants
- 2500+ worldwide installations
- Over 100 JDE installations
- Over 50 SAP installations
- 30,000 worldwide users
- Installed in over half of all Fortune 100 manufacturing companies

Introducing the Trade Up! Program

We sympathize with the predicament that your current ADC solution vendor has imposed on you. The Trade Up! Program empowers you with total ownership of the RFgen Software suite. With open-source transactions and an industry-leading, transparent system, we support your choice and provide a budget-friendly solution that is incredibly simple to implement and operate.

With a deal like this, how can you pass on this offer? Payback on this promotion may well be accomplished during your first year of use!

We are excited to offer you:

- ✓ **Free RFgen server!**
- ✓ **50% off of our price for every user license you have with your current vendor**
- ✓ **3 years of knowledgeable support**

At an amazingly-low price that promotes rapid ROI, lowest industry TCO, and a transition that costs about the same price as your current annual maintenance costs.

To learn more about this offer, take the first step towards freedom and call us at (916) 939-4065 or email sales@rfgen.com. We are looking forward to hearing from you and are eager to set you free. Contact us today!