AsReader® Case study

【Point of application】
- Data acquisition by optical communication
- Customised AsReader®

Device: Asreader® ASR-060D
Install date: Apr. 2018

This case study was based on the information available on April 2018

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YUKA Co., Ltd. mainly located in the Tokyo metropolitan area and the Kansai region, develops vending machines for a variety of products, including foodstuffs. They chose AsReader® as the device to read the data from each vending machine via optical communication, which includes the amount of proceeds, number of sales and time and date of the purchases.
They can now collect data in real time, which their previous handheld terminals couldn't. Furthermore, the results of the analyses aren't merely used to manage quality control, but also seem to be applied to future projects.

Collect and analyze huge amounts of data from vending machines in real time

Problems

- The previous handheld device was large and hard to handle
- The way it was before, where the collected data was processed into batches and then sent in one go, if the device broke down all data was instantly lost.

Solution

- Customizing the AsReader® SLED/DOCK-Type with optical communication (via infrared) for the use with vending machines. With the iPhone®/AsReader® combination, data transmission in real time became possible, along with detailed data analyses.
- Charging smartly with Magconn™.
  Also, the issue of the Lightning port breaking during use, which had become a problem when they worked with the iPad®, was solved.

Results

- In the past, when they were contacted by a customer it was received by the main office, who sent the request on to the branch office, who contacted a route sales staff member. Now, if the main office inputs the content of the request into the system, the route sales staff member can quickly inspect the vending machine and respond to it, which has lead to an increase in customer satisfaction.
- Data is collected in the server in real time, so even in the rare case that a terminal breaks down, the data is safe.

What is AsReader®?

A portable terminal that you can use smart device-functions on by merely mounting an iPhone®/iPod touch® to it.

Route sales staff opinion

I used to have both a mobile phone and a handheld terminal with me, but with the combined device it's become a lot less weight to carry around.Since I always need a mobile phone with me in order to handle complains or communicate with my boss or the branch office, it's very useful to be able to perform everything I need to do from that same device.
In addition, it's great that because the app was developed in-house, we can continuously keep improving due to requests made on-site.