



Mobile Enterprise Solutions for Supply Chain Execution



## DJO (NYSE:DJO)

DJO (NYSE:DJO) of Vista, CA implemented JD Edwards EnterpriseOne to help them integrate their data and enable them achieve new levels of success.

DJO initially selected a custom RF data collection solution for EnterpriseOne. They soon found that the custom offering was not able to meet their functional or ownership objectives and was presenting users with transaction wait times that regularly exceeded five minutes.

"With that first ADC system, our inventory accuracy levels were in the low- to mid-60 percent range and our 24-hour order fill rate was in the mid-70 percent range," said Luke Faulstick, Senior Vice President of Operations at DJO. "We simply needed a better solution and we chose RF-SMART."

"Since implementing RF-SMART, our inventory accuracy levels and our 24-hour order fill rate have consistently been in the high 90s," Faulstick added. "During that same time, we have experienced a seven to eight percent annual growth rate while reducing our warehouse head count by five percent."

DJO's Manager of Enterprise Infrastructure, John Iraci, is in charge of supporting EnterpriseOne and RF-SMART. "Almost immediately after going live with RF-SMART, we noticed a significant reduction in the

number of help desk calls related to data collection," he said. "The product also scales very well and makes it easy to connect our remote sites. We are very happy with RF-SMART and the support we get from ICS."

Out on the manufacturing and the warehouse floor, the difference with RF-SMART has also been very noticeable. Angela Irias, DJO's Distribution Supervisor in Vista, commented that "our old system was only available around 60% of the time, whereas RF-SMART is available over 99% of the time.

"RF-SMART has increased our efficiencies, minimized our errors, and increased our data accuracy by at least 80%," Irias said.

Business Analyst Lisa Takata has been particularly satisfied with the ongoing support DJO receives from RF-SMART's support team. "The RF-SMART team members are very, very supportive. In fact, they are one of the best software package support teams I have ever worked with.

"They helped us tailor RF-SMART to fit our needs, they understand our business, and they are always there to help. If you need Rf data collection software, we highly recommend RF-SMART."



### About DJO

*DJO Incorporated is a leading global provider of high-quality, orthopedic devices, with a broad range of products used for rehabilitation, pain management and physical therapy. They also develop, manufacture and distribute a broad range of surgical reconstructive implant products. They are the largest non-surgical orthopedic rehabilitation device company in the United States and among the largest globally as measured by revenues. [www.djoglobal.com](http://www.djoglobal.com)*