



## Customer Case Study

### HarperCollins Canada | Product Pricing Automation

[www.ahearn.com](http://www.ahearn.com)

# HarperCollinsCanadaLtd

**HarperCollins Canada** is a famous world-wide publishing company. They have won many awards for their strength in literacy and commercial fiction, non-fiction, children's books, cookbooks, plus many more. They distribute books for all HarperCollins companies in the United States, United Kingdom and Australia. [www.harpercollins.ca](http://www.harpercollins.ca)

### Harper's Challenges

In March of 2009, Harper was looking to automate their labeling process for the application of Canadian pricing labels on some products they distribute. The process, at that time, involved 8 to 12 people, on a daily basis, manually applying price labels to their product inventory. They wanted automation in the process, however they were challenged with the ever-changing variables.

#### Variables to be considered at that time were:

- Every product had a different price
- Every product had a different thickness
- Every product had a different place where the new price label was to be applied



The labeling automation line that required manual setup adjustments for every product type placed on the conveyor was not an acceptable solution. The VP of Operations was looking for as much automation in the process as possible in order to meet their efficiency targets and ROI expectations.

### Ahearn Solution Proposed Solution ...

Ahearn & Soper proposed and delivered a solution that exceeded their expectations. The Ahearn & Soper auto labeling solution was completely turnkey delivering less than one minute changeover time when a new book is setup, and a 30 to 50 book per minute labeling rate. The system can now be run at full production speed with *only 2 operators*.

#### Key System Delivery Points:

- ISBN scan for the purpose of price field database validation/verification
- Vision camera system for exact price label placement
- In-feed, separation and stacking conveyors
- Industrial print and apply labeling applicator
- PLC Control System

### PLUS Ahearn & Soper Labels ...

Since the inception of this project Ahearn & Soper Inc. has also been providing HarperCollins with pressure-sensitive labels for their entire book pricing operation from our **'In-House Label Shop'**. We provide the proper design, consistent quality, and excellent delivery ~ **all with proven results!**



Ahearn & Soper Inc. supports the Harper Collins installation with an on-site maintenance plan.



**"Ahearn & Soper designed and implemented a solution that more than delivered what they promised during the initial project meetings when HCC was looking for a machine to solve our price sticker issues."**  
**Management**



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## PROFESSIONAL SERVICES

### Custom Programming & Engineering

With Ahearn & Soper software solutions, you can take advantage of leading edge technology for all your Data Collection needs and feel confident that your Implementation will be a success. Our System Specialists have extensive knowledge and experience with complex software and hardware interoperability issues and can free you of this burden that can cause any project to grind to a complete halt.

Ahearn & Soper will not only provide 'peace-of-mind' but complete support for your solutions today and for many years to come.

### Professional Services and Support

Ahearn & Soper takes full responsibility for the solutions we deliver, including post sales service, support and supplies. Over 80% of our employee work force is factory-trained, certified specialists and technicians. We also offer vital services such as Call Centre Support, Remote Monitoring Service and Technical Training and Support for mission critical applications.



AirMagnet Survey Signal Analysis

### Wireless Site Surveys and Analysis

For RF and RFID Systems, many considerations about the application must be factored in. We can provide you with valuable services such as Facility Analysis to ensure proper performance, redundancy and network security. Ask us how we can help you overcome RF network issues including Facility Size, Product Storage, Racking, Machinery, Noise/Interference, Layout, Number of Users and Throughput. Ahearn & Soper will maintain backbone and client device documentation so future technical support calls are more productive.

The site survey will ensure your project completes on time, on budget and with no costly surprises.



### Project Management

Our Project Management Team can take your Auto-ID / Data Capture project from the requirements analysis and planning stage to the development, documenting, testing and installation phase. Once installed and users are trained, a 'go-live' date can be scheduled for full deployment. We ensure all requirements and deadlines are met to your satisfaction.

### Office Locations

**Toronto:** 100 Woodbine Downs Blvd | Toronto, ON | M9W 5S6 | 800-263-4258 | 416-675-3999

**Cambridge:** 380 Jamieson Parkway, Unit 4 | Cambridge, ON | N3C 4N4 | 519-885-2260

**Ottawa:** 38 Antares Drive, Suite 110 | Ottawa, ON | K2E 7V2 | 613-226-4520

**Montreal:** 3375 Rue Griffith | St.-Laurent, QC | H4T 1W5 | 800-361-9584 | 514-341-7671

**Calgary:** Sales and Service | 800-468-7025 | 413-291-0300

**Edmonton:** Sales and Service | 800-468-7025 | 780-643-7444

**Vancouver:** Field Service Only | 800-468-7025

