

CASE STUDY: PWS

DRIVING WAREHOUSE

EFFICIENCY WITH TOUCHSTAR

RUGGED TECHNOLOGY



For over 20 years, PWS has partnered with TouchStar to enhance their warehouse operations using rugged, in-house manufactured mobile computing solutions. Most recently, the business has upgraded to the third generation of TouchStar rugged mobile computers, continuing a long-standing relationship built on quality, reliability, and results.

ABOUT PWS

PWS is a market leading distributor of kitchen and bedroom components, and worktops, supplying the UK trade with the most comprehensive, high quality stocked product portfolio, the most flexible services, and bespoke design options, all from under one roof.

With a commitment to service, innovation and personalised customer support, PWS enable their customers to deliver outstanding kitchen spaces with confidence. Backed by decades of experience and long-standing customer & supplier relationships, PWS remains one of the most respected names in the UK's KBB sector.

Operating from an extensive site that includes four warehouses, PWS manages the movement of thousands of components, from large worktops to small handles. Their success rests on the ability to process and deliver sales orders quickly, while maintaining accurate inventory and providing outstanding customer support.

THE CHALLENGE

With a broad and varied product range, PWS faces the daily challenge of ensuring complete visibility and control of stock movements. Real-time data capture of stock movement spans the full spectrum of warehouse activity – from goods-in, putaway and replenishment, to stock checks, picking, packing, and dispatch.

Maintaining efficiency across these processes is critical for meeting demanding turnaround times, supporting customer service teams, and delivering on service level expectations.



Our teams deliver their best work when supported by the right equipment. Accurate data capture and seamless communication between the warehouse floor and the back office are critical to smooth operations. Without this, maintaining the service levels our customers expect would not be possible. TouchStar's devices and ongoing support are an integral part of this, enabling our people to work efficiently and confidently every day.

John Thompson, Warehouse Manager at PWS

THE SOLUTION

To meet these demands, PWS utilises TouchStar's **TS82** rugged handheld computers and **TS72** truck-mounted terminals across three of their four warehouses. The most recent upgrade to the third generation of TouchStar devices ensures they benefit from the latest advances in rugged design, user experience, and display clarity.

The devices integrate seamlessly with their existing Warehouse Management System (WMS), providing real-time data and communication between the back office and the TouchStar devices on the shop floor. **John continues:** "The TouchStar solution enables complete visibility and control over our inventory by allowing us to scan and record stock locations, confirm and track movements such as replenishing pick faces, and process goods-in, putaway, and stock checks with speed and accuracy. With the ability to prioritise urgent orders, PWS can achieve fast, efficient turnarounds while maintaining accuracy across every stage of stock management."



THE RESULTS

The combination of TouchStar technology and Proteus software has delivered significant efficiency gains for PWS. Real-time data capture and instant communication support every stage of the sales order process — from the moment goods arrive to when they leave the warehouse. This not only helps maintain accuracy in inventory records but also improves the productivity of warehouse teams and ensures customers receive the right products, on time.

The **TS82**'s bright, clear display is particularly valued for handheld operations, while the **TS73** terminals offer robust, reliable performance for vehicle-mounted applications. Positive user feedback on the equipment highlights its ease of use and ability to handle the demands of a busy warehouse environment.

A PARTNERSHIP BUILT ON SERVICE

For PWS, quality service is as important as quality equipment. Their two-decade partnership with TouchStar is built on trust, responsiveness, and shared commitment to operational excellence. As technology continues to evolve, PWS remains confident that TouchStar's solutions will continue to underpin their warehouse performance and help deliver the high standards their customers expect.



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Securing the Logistics of People and Product