clear spider

Technology vs COVID-19
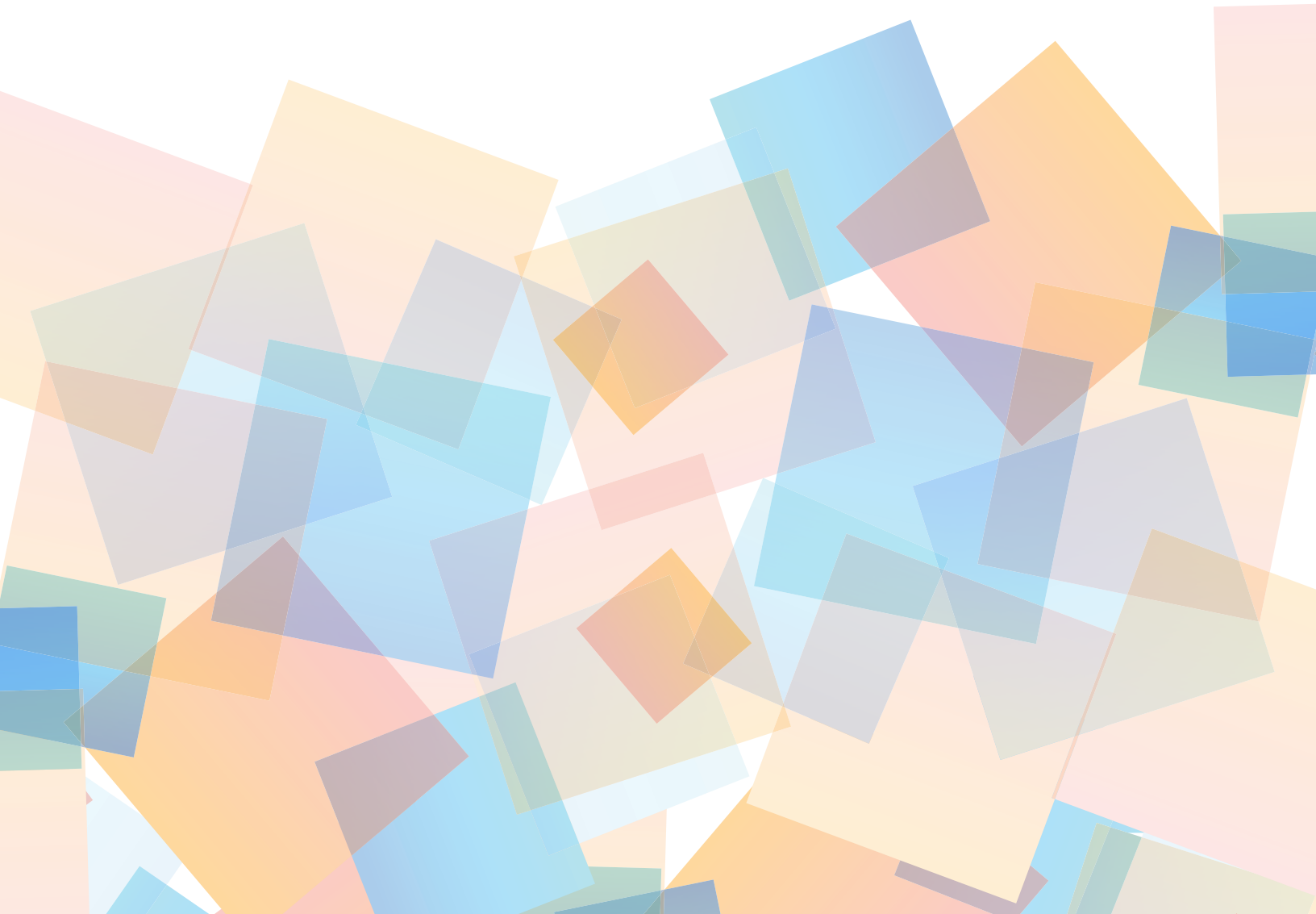
SUMMARY

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WHAT IS TOUCHLESS TECHNOLOGY?

Touchless Technology is anything that is able to operate without needing to physically touch the device. In supply chain, this refers to no-touch management of inventory and orders.

Since the onset of COVID-19, the demand for Touchless Technology solutions has been on the rise. This technology is keeping people safer in these unprecedented times, and providing better productivity when resources are limited.

The touchless sensing market is growing at a rate of 17.4%. It's expected to touch $15.3 billion in 2025 from $6.8 billion in 2020.[1]

TYPES OF TOUCHLESS TECHNOLOGY

Gesture Recognition

The most common type of touchless technology[2]
e.g.
- Wave your hand to open an automatic door
- Touchless water faucets in public bathrooms
- Motion activated lights

Touchless Sensing

Uses a sensor to detect the motion or presence of a person
e.g.
- Automatic door at a grocery store or hotel
- Fob keys or touchless locks which don't require physical contact to open or unlock a door

Voice/Speech Recognition

Lets people interact with technology just by speaking to it
e.g.
- Apple's Siri, Amazon's Alexa, Google Assistant
- Voice command smart screens

Facial Recognition

Takes things one step further, as it doesn't require as much effort by the user
e.g.
- Newer iPhones can unlock by just glancing at the screen

Self Cleaning Spaces

On the rise since the onset of COVID-19
e.g.
- Public restrooms that self spray down or eliminate germs with UV
- Restaurant counters that automatically spray sanitizer and dry themselves with robotic arms

Digital Money

A digital version of a credit or debit card, embedded on your phone or Smartwatch
e.g.
- Apple Pay, Google Pay, or Chinese-based services like Alipay and WeChat Pay
- Money-transferring apps like Venmo - these are tied to a bank or credit card account

TOUCHLESS TECHNOLOGY VS COVID-19

Due to COVID-19, many organizations are altering operations to reduce human contact and the spread of germs, including:

In India, when an Uber driver starts a ride, they send a selfie and their new technology confirms if the driver is wearing a mask.

Infosys announced contact-less baggage management solutions for a North American airline.

Publix Super Markets ramped up installation of digital payment options.

Zomato launched contactless dining, where you scan a QR code to pull up a digital menu on your phone.

Cognizant launched touchless authorization processing for healthcare service providers.

Chinese company **Kuang-Chi Technology** designed a helmet that uses an infrared camera and facial recognition to detect if someone standing within 15 feet has a fever.

TOUCHLESS TECHNOLOGY IN SMART BARCODES + RFID

Having sufficient, reliable and safe supplies is vital at any time, even more during COVID-19.

- RFID provides visibility of every tagged item in the supply chain, virtually anytime and anywhere, creating increased levels of inventory transparency and accuracy.
- With the increased visibility, it creates informed decisions on how to redirect inventory to areas that have limited stock, or where there is high demand.

Real Life Example:

Smartrac introduced a digital verification solution to authenticate COVID-19 testing kits and PPE. This solution provides real-time data from test kit results to make informed decisions on the allocation of doctors, facilities and resources.[3]

TOUCHLESS ORDERING (SUPPLY CHAIN)

Top performers are able to process 94% of their orders without human intervention of any kind. Bottom performers require human intervention for >20% of their orders.[4]

Challenges with Manual Ordering

- Higher error rates and rework[5]
- Limited control and transparency over the process
- Misplaced, duplicate or lost orders
- Incorrect or delayed shipments
- Increased paperwork and documentation
- More deployment of resources per order

Benefits of Touchless Ordering

- Quick order processing
- Reduction in human error
- Lower costs
- Ability to accept all order sizes
- Absolute visibility & control
- Better productivity
- Upgrading customer service experience

Benefits of Touchless Ordering

- Lower process time and error rates
- Reduced costs per order
- Lower DSO
- Higher staff productivity
- Reduced personnel and overhead costs
- Faster cycle times
- Improved bottom line [6]

TOUCHLESS TECHNOLOGY'S IMPACT ON SUPPLY CHAIN

Since March, a number of companies have launched a "no-touch" delivery option.[7]

Stop & Shop

Customers can request an "unattended delivery," where the driver drops the grocery order on their front step, rings the doorbell, and departs.

KFC and Pizza Hut

In China, they have introduced contactless pickup from inside its stores, where customers grab their prepared orders from racks.

FreshDirect

This food delivery provider has added a touch-less delivery option.

Misha Kaura

This artist and designer in Paris is offering touchless painting delivery.

Below are some of the areas where touchless technology is expected to grow in the near future:

Voice/Speech Recognition

- Used in elevators, vending machines, ticket machines at train stations, and ATM's

Facial Recognition

- Replace paper passports, and PINs at ATMs
- Face scan to open a door, in place of a security code

Digital Money

- Apple Pay and tap credit cards already exist - continue growing in the future

Touchless Ordering

- The leading software in this space is aimed at producing a touchless supply chain - no touch order processing plays a key role.

TECHNOLOGY ACTION PLAN

Ask yourself...

- What buttons, handles, and surfaces are touched in your workplace?[8]
- Can your customers or staff use self-serve technology?
- Do your customers need to visit in person?
- Do staff need to visit operational sites and facilities in person?
- What can be automated quickly and what will take time?

Identify...

- For example, if there are many surfaces that are touched frequently, look into self cleaning equipment to prevent the spread of potentially harmful germs.

- If there is no need for customers or staff members to visit locations in person, incorporate a software that allows for remote access.
    - VMI (Vendor Managed Inventory) and CMI (Customer Managed Inventory) software solutions
    - All of this can be handled remotely through an app, while providing real time updates to both the customer and the vendor, anytime and anywhere.

SNAP2 is Clear Spider's Touchless Technology, designed to provide organizations with a no-touch solution to safer and efficient inventory and order management.

It's As Easy As 1, 2, 3

1
Grab your mobile phone

2
Snap a Picture of Your Barcode

3
Transaction is Complete!

Features

- "Touchless" Ordering
- "Touchless" Cycle Count
- "Touchless" Photo Item Creation
- "Touchless" Receiving
- Snap 1D, 2D, and 3D Barcodes
- Inventory and Asset Tracking
- Barcode Printing Engine
- Mobile Catalogue
- Offline Mode
- Order Fulfillment
- Compatible with iOS, Android, Mobile Phones, Barcode Scanners
- Real-Time Sync
- Full Audit Trail
- GPS Pindrop

Benefits

- Easy-to-use, intuitive app that users download directly from App Store or Google Play
- Full integration between mobile app and back-end for real-time data synchronization
- Manage items, assets and orders anytime, from anywhere in the world
- Configurable to every business, across all industries
- Offline mode lets you Snap without internet or cellular network access
- SNAP2 create sales orders / work orders / purchase orders on-the-go
- Automatically creates orders based on par levels
- Pick, pack, and ship directly from the app
- Eliminate manual paper processes and human error
- Simple training with our easy-to-follow video tour

SNAP2 helps you to limit the number of people required to touch items, thus preventing the spread of germs. It can be used as an additional tool to help your organization's bottom line amidst the COVID-19 pandemic.
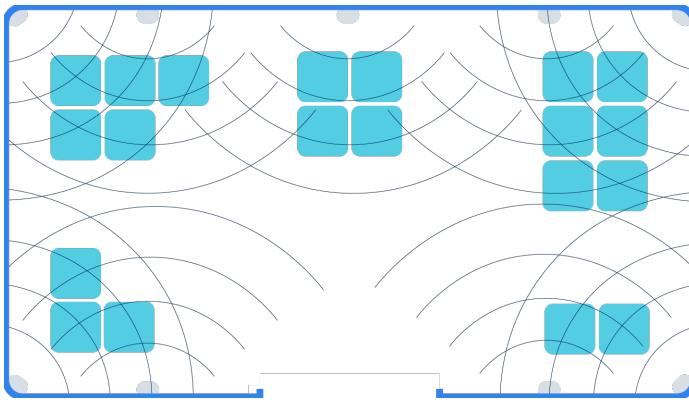
Scenario 1: Reorder via RFID Cycle Count

1. RFID is used within the warehouse to identify quantities and locations.
2. Done by using portable RFID readers, active/passive tags or area mounted readers.
3. As sales orders are fulfilled, inventory decreases.
4. Breaks the thresholds set for the item.
5. Order is automatically created to replenish the inventory back to original levels.

Scenario 2: Transfer Transaction via RFID Portal at Key Locations

1. Pallets are passed through an RFID portal.
2. Records outgoing material without the need to touch the inventory.
3. Checks out the inventory from the former location.
4. When inventory is received at the next location, it goes straight into receiving.
5. Inventory levels for items are decreased at "from" location and increased at "to" location.
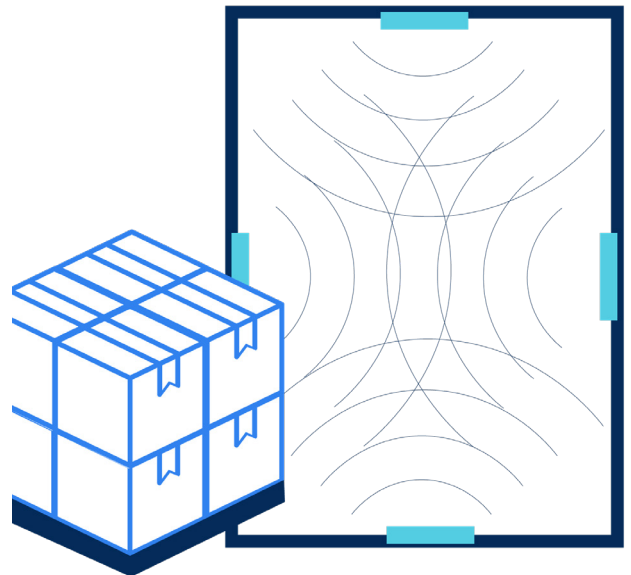
Scenario 3: Serial Numbers Scanning

1. Rather than manually typing or receiving serial numbers, automatically pull these in via an ASN, and push it into other systems.
2. Technician scans to consume the materials used for each work order.
3. This updates the system as to which serial number was used.
4. Automatically captures the materials used in the transaction.
5. Check the audit trail to see when the item was received, moved, and more.

KEY TAKE-AWAYS

✓ Touchless Technology is playing a significant role during COVID-19.

✓ Organizations must have Action Plans that include Touchless Technology.

✓ Clear Spider's SNAP2 and RFID technologies minimize physical touch. They are great solutions for supply chain and inventory management operations today, and moving forward in a post COVID-19 world.

ENDNOTES

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Interested in Learning More?

Today, over 100,000 companies use Clear Spider on a daily basis.

Clear Spider is a web-based inventory management solution for companies to manage either their own inventory or the inventory of their customers and suppliers. There is no hardware or software installation, so deployment is quick.

Clear Spider is easy to learn, use, and maintain.

Contact us to discuss your inventory management needs.

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