



ScanSource Europe

Partner Services

MCL - Support and Services Guide



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Introduction

This booklet is designed to give you an overview of what ScanSource Europe MCL Services can offer and how we can help you win more business. A series of flow charts have been designed to ensure you choose the correct MCL for your application.

10 Reasons to buy MCL

At ScanSource we know just how hard you have to work to make profit from hardware only sales. ScanSource and MCL offer your company a simple way to enter the world of solution sales.

Increase your company's profitability – MCL allows you a straightforward route to providing your customers with a total solution sale.

Easy-to-use – limited IT skills required, MCL is very fast and powerful, yet easy to learn. Why not request a live web demo to find out how. Broadband connection and telephone required.

In built simulator – The PC based application simulator allows you to develop and show your application without the need for hardware. Also great for classroom training users on the finished application.

Offer your customers the complete solution – more loyalty, more margins and no chance for competitors to get into your account.

Support for all the major AutoID suppliers – you need only one simple application development product. No need for numerous complex SDK's from different manufacturers, removing the practical restrictions to hardware choice imposed by this.

ScanSource is the only distributor with a direct MCL relationship – you can buy one generic version of MCL-Designer for all the different supported devices.

Opens up the possibility of supplying voice and / or SAP/R3 enabled applications – the same easy-to-use interface enables you to deliver industry-leading solutions to even the largest of customers.

ScanSource support – the unique direct relationship with MCL means that no other distributor can give you such a high level of support. We are able to work both with the manufacturer and MCL to resolve your problems.

ScanSource can provide a complete solution – Worried about the learning curve! Don't; we can work directly with you to assist you to develop your MCL application.

Protect your investment – ScanSource have developed a unique licensing structure to protect your finished solution, even from other MCL resellers.



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What is MCL Collection?

MCL Collection is a suite of software modules. Each module has a different function to perform: All modules require a licence to run in full feature mode but they will all run in demo mode prior to licensing so you can try before you buy. The process of changing the demo software into the full feature version using the license is known as activation. You may buy each of the modules separately or you may buy the MCL-Collection product, which is a bundle of licenses for each of the modules at a single discounted price.

MCL-Client

This module is installed on the target terminal and runs the MCL client side application. The main function is to provide all the input and output from the terminal be that from the screen, scanner or keyboard. It can communicate using any of the methods supported on your terminal (WiFi, Serial, GPRS, Bluetooth etc.)

MCL-Net or MCL-Link

These modules are deployed on the end users PC and provide all terminal to host and host to application communications. You will need MCL-Net where you have many terminals communicating with the host at the same time (normally WiFi or GPRS). MCL-Link does a similar function to MCL-Net but on a one to one basis (normally USB or Serial via a cradle). Regardless of which module you use they both support the ODBC Bridge, which is most often used to communicate with host applications. Of course you can create text files if you wish. These modules would normally be activated in conjunction with a Hardware Key, as this makes the licence portable from one PC to another. We therefore recommend that you purchase the optional USB Hardware Key when buying this product.

MCL-Designer

This module is installed on your developer's PC and is used by your developer to produce the application that will run on your selected data capture device. This program can be considered as a Windows RAID (Rapid Application Design) tool, which enables your developer to quickly and easily produce both batch and on-line AutoID solutions using any or all of the available communication options. MCL-Designer is licensed by each of the different manufacturers. This means to create applications to run on data capture devices from both Intermec and Motorola you would require two MCL Designer licenses. Be aware that MCL supports devices from 9 different manufacturers. By unique agreement with MCL, ScanSource are able to offer a single Designer license that includes all nine Designer licenses in one. This is known as the Full Edition license. This module would normally be activated in conjunction with a Hardware Key, as this makes the license portable from one PC to another. We therefore recommend that you purchase an optional USB Hardware Key when buying this product.



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MCL-Collection

For convenience, licenses for the different modules described are combined into a single part number which includes MCL-Client (5off), MCL-Link (for a single cradle), MCL-Net (5 User) and of course MCL-Designer for the target platform. This money saving bundle of licenses is normally the starting point for resellers new to MCL as it provides them all they need to create and test both batch and wireless applications.

NB Some manufactures include a factory preloaded and pre licensed MCL client free with their hardware. If this is the case no MCL-Client licences would be required or supplied in the corresponding MCL-Collection product.

MCL-Services

MCL was designed from the outset to be fairly simple to use, however many people find it very beneficial to have some form of formal training so they are able to get the best from their MCL purchase. Some of the more advanced products such as SAP R/3 and MCL-Voice should not be purchased without some formal training. These products are much more complex than standard MCL.

MCL-Training

There are two courses available Basic or Advanced, which can be conducted at any location. Training on SAP R/3 or MCL-Voice will only be conducted by MCL in Belgium.

Class sizes are restricted to a maximum of eight. Ideally the venue will have Internet connectivity and a XVGA or better projector. We can provide a projector on request.

We will provide for the duration of the course up to 4 copies of MCL-Collection. If you want to use particular hardware platform you would be responsible for its supply. We do NOT provide MCL-Clients for use only on the course. Once activated MCL Client licenses cannot be de-activated and so must be purchased in the normal way.

Training courses of 2 days or more will be recognised by MCL-Technologies.

MCL-Programming

While fairly easy to use MCL does require some programming knowledge, if you do not have the time or resources to develop your one application, then we are able to supply programmers at a daily rate. Given the speed of application development possible with MCL this can be a very cost effective option. The work is normally carried out at your premises and you are left with all the code necessary to be able to further develop your application if you choose. However if you do not want the expense of buying MCL-Designer the code left with you will run on any number of MCL enabled devices, but without the possibility to make changes to the application.



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MCL-Protect

MCL-Protect offers a number of options that allow you to define the level of protection you want for a given MCL application — from straightforward encryption with no license protection to maximum protection involving an application expiration date and requiring an application key to run the application on a specific device. Regardless of the licensing options you select, the given application is always encrypted.

You can also declare your ownership of an application by embedding a copyright statement in the encrypted application.

When using MCL-Protect, an entry is made in a Journal each time an application is protected. A detailed view of the log entry gives additional information about the given project's protection. This information can be invaluable. Consider customer satisfaction in the case of an expiring leased application. With this log you can easily identify the project, project version and protection parameters of the customer's currently deployed application. This will enable you to generate the appropriate application keys for the identical application to renew the lease.

MCL-Protect is an encryption and licensing utility for MCL applications. Its encryption capability protects systems integrators' intellectual property, and thereby the investments they make in developing mobile and printing applications. End-user Customers also benefit. They can try and confirm that a proposed solution suits their needs before making a financial commitment

MCL- ProKey

MCL-ProKey performs the vital last step in protecting your MCL applications. Before using MCL-ProKey, you use MCL-Protect to define the protection parameters you want for an MCL application and create the executables that will run on a MCL-enabled device — mobile computer or Datamax. Now, with MCL-ProKey, you generate the necessary Application Key to run the protected application.

The licensing control options you select using MCL-Protect are encoded in your protected application. MCL-ProKey retrieves these parameters to create the corresponding Application Key. When the end-user runs the protected application they are prompted to enter the Application Key number generated by MCL-ProKey. The protected application will not run without the appropriate Application Key.

Each time an Application Key is generated, an entry is made in a Journal to log the event. This information can be extremely useful, as supporting documentation, for example, when you are invoicing customers for licenses you have sold and delivered to them.

Moreover, a unique Developer ID key, assigned to your company, assures you that only your company can generate Application Keys for the applications you protect using MCL-Protect. This capability gives you the final assurance that your intellectual property and the investments you make in developing MCL applications are protected.



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MCL–Voice

MCL have used their own voice engine, which means they can fully optimise the total voice solution making it faster, more accurate, more responsive.

The engine is very powerful enabling users to work hands free in most European languages.

- Enable input via the spoken word
- Hands free, eyes on data collections
- Uses standard MCL input controls so a voice project works on non voice terminals but of course without voice

Uniquely any voice project will work on a non-voice terminal and like a standard project it can be on-line (WiFi) or off-line (batch) or any mixture of the two.



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Typical Working examples where could you use MCL?

MCL can be used for most data capture applications ranging from the simple to the complex. Imagine you are wanted to provide all the data capture needs for Extra Fast Couriers. They are a typical courier company using local hubs with feed from other hubs. Each hub has its own fleet of delivery vans making drops to both account customers and the general public. The account customers need to be notified by email when packages have been accepted at their sites. The general public can track their packages right down to the receiving signature via the couriers own website. Some of the items they handle are high value so depot security is important.

Security

Taking the simple requirement first the security manager wants to be sure all staff complete their assigned walks. You suggest a simple batch system using MCL-Link and a low cost terminal. In less than a day you provide a solution linked to a reporting database that requires the security staff to scan barcodes at various locations around the site. Once the security guard has logged on, the terminal prompts the guard for the each checkpoint in turn, recording automatically the time and date of the scan. Once the round is complete the user cradles the unit to have it automatically upload the collected data. Each morning the security manager checks the database and can see all checks have been carried out correctly, another happy customer for you.

Logistics

The depot manager asks you if you can provide full traceability of parcels as they are sorted and loaded into cages ready to be wheeled into the large inter depot trucks or smaller local delivery vans. Speed is very important to the depot manager who insists on a solution, which will help not hinder.

You suggest a system where each cage is marked with a label indicating which route each case will be dispatched on. The manager points out that each run could have any number of cages. No problem as you will link the MCL terminals with an MCL enabled printer so at all times the host data system can show where a parcel is, how many parcels to a cage, how many cages etc

You suggest a system using MCL-Voice and barcode scanning but the manager thinks maybe this is a step too far. You are not concerned, as you know it will be easy to add Voice at a later date with only minor changes to the code. MCL-Net handles all the comms between the terminal and host application for you. The depot manager agrees with you that a solution with a Bluetooth wearable scanner will enable the staff to use both hands and still scan. Using a WiFi link to the host, the destination cage of each scanned package is already known and scanning of the user is selected destination cage prevents miss routing. You even give the user a function to close a cage when it's full. This sends a signal to the printer to produce the next cage label.

Once all the sorting is done it's a simple menu selection to change to a new application prompting the user to scan each of the cages into their respective vehicles. All the while the host database has been receiving and logging all the movement. Everything works well on site until the manager tells you some of the cages are loaded out of radio range! No problem, you simply change the MCL application to save the data locally when out of range. Once the terminal detects that it's back in range all the data is uploaded to the host in the correct order. The depot



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manager is very happy that you achieved all this in just a few days. The MCL-Client handles all the comms on the terminal be that USB, WiFi, GRPS or Bluetooth you just use simple send this data there via that port type commands.

Customer Service

This could be your hardest task yet as the customer service manager tells you the system must track all deliveries, the sending of emails to account customer and the recording of signatures for non account customers. Ideally the data should be available in real time and provide delivery GPS coordinates as well. You point out that while MCL can provide GPS data it can't do routing but you can link to TomTom or similar. The manager agrees that would be fine.

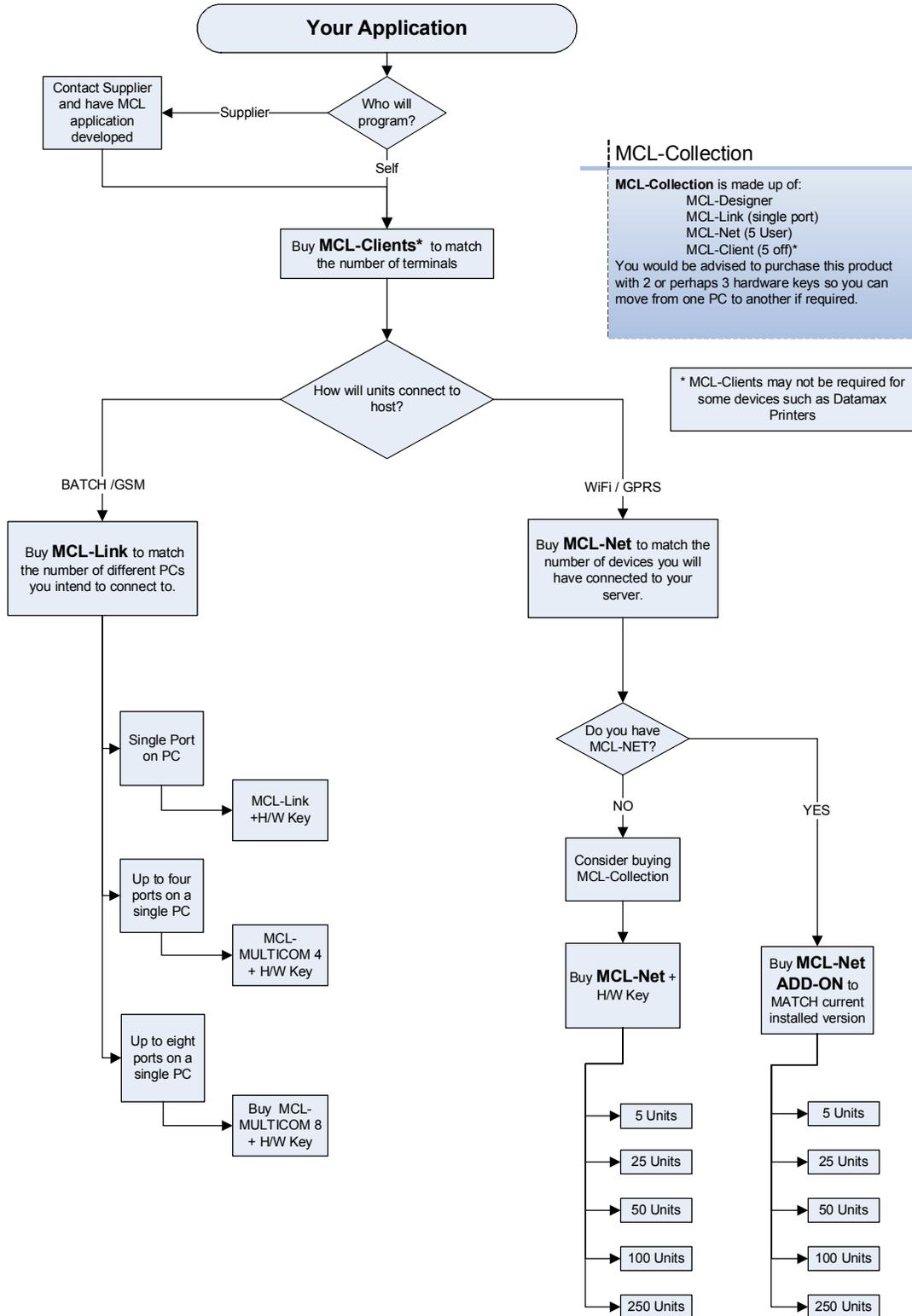
You design the system such that as each driver logs on in the depot with run data and load manifest automatically downloaded via WiFi network. As the driver reaches his first drop, an account customer, you software knows that a drop point barcode must be scanned together with all the parcels for that drop. Of course you prompt the driver if a parcel is missed or not for that drop. Once completed a GPRS message is sent to the host via MCL-Net.

The next few drops are to non-account customers in a block of flats. Of course the terminal ensures the right packages are delivered by confirming the delivery details on screen. The driver presents the terminal to the customer to sign on screen thus capturing the proof of delivery electronically. Unfortunately there is no GPRS coverage to send the PoD signature back to the host. Not a problem as you expected this pre-programmed the terminal check for coverage and auto transmit as soon as it can. Thanks to the speed of development with MCL again you bring the project in on time and within budget.

Your work is done and the company director asks you if you can get MCL to drive the vans too, well you know MCL is good but not that good!

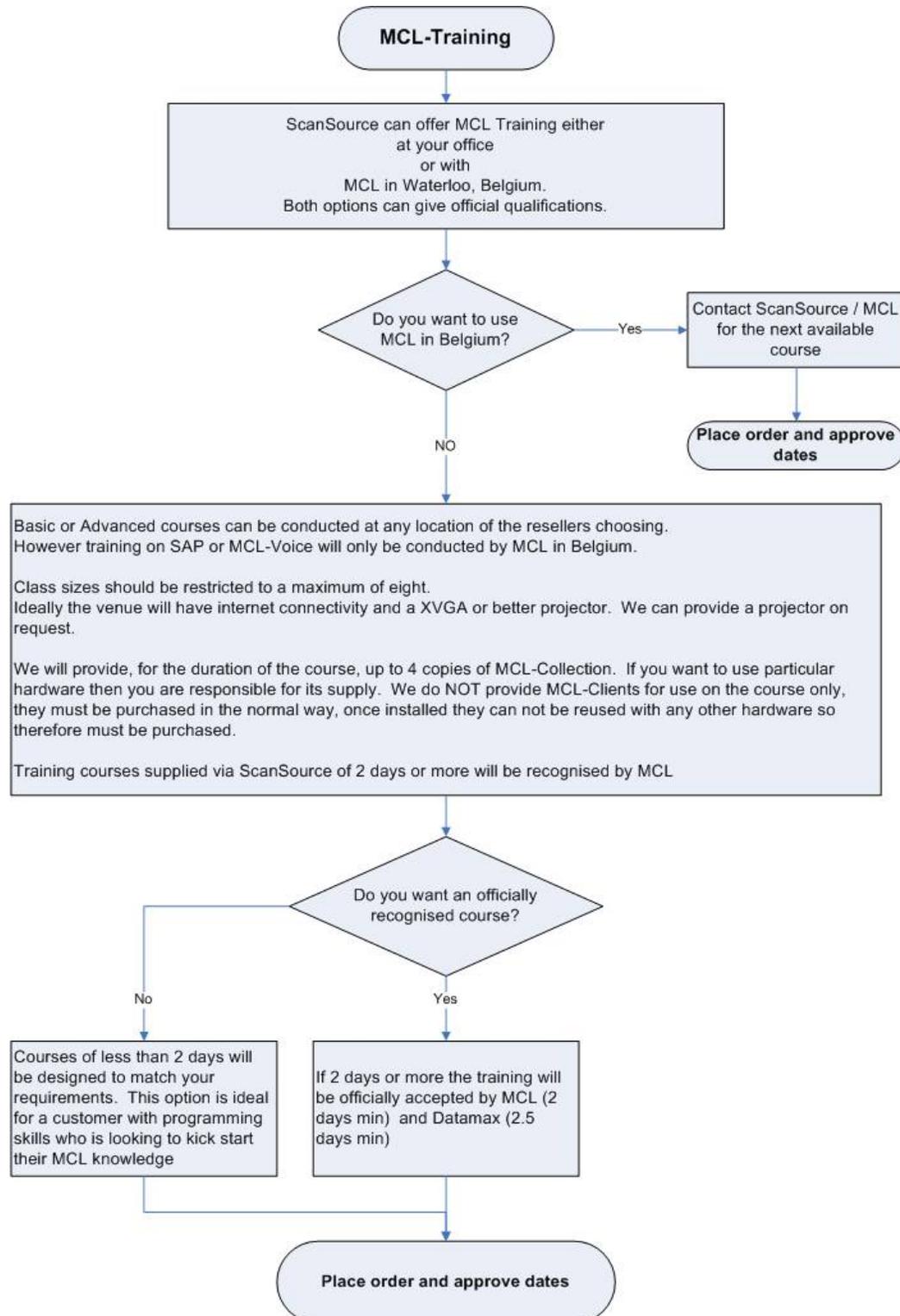


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Case Studies

Case #1

Reseller is a label converter who has no technical staff with respect to AutoID terminals. Their largest customer asked if they could help ensure the correct products were packed on two different stillage and then print a label. The reseller got a third party to build an industrial stand for some Symbol LS9208. These were linked back to Datamax I-Class printers using a custom cable designed by ScanSource Partner Services who also designed and supplied an interface box to connect the Datamax GPIO card to a light / buzzer stack.

ScanSource where also tasked with supplying an MCL project to control the whole process linked via DMXNet to a central database. The latter used by the end-user to record production and prevent duplicate product scans.

The users need only scan a product by simply presenting the product to the Symbol LS9208 to start a new stillage. The scan is verified against the master data table to ensure it is not a duplicate, at which point a label is produced on the Datamax I-Class printer under control of the MCL project in the printer. The system will only now allow the correct product to be scanned at this packing station. Once the full (or via a manager override) the users scan the initial stillage label to close the pack, this then produces an Odette label and back flushes their ERP system.

From an initial 4 printers the reseller has now installed a further 6 systems for other packing lines. On all these newer installations the MCL enabled Datamax printers are linked to the program logic controllers (PLCs) used to control the robotic production line such that only product that has completely passed the safety checks can be loaded ready for dispatch.

The plant now uses MCL enabled Symbol MC3000's to record each stillage as it is taken from store to be loaded for dispatch across Europe, resulting in another equipment sale for the reseller.



Case #2

Reseller has their own ERP system and needed to get mobile data from their production line and warehouse into their system. With extensive programming knowledge their initial approach was to use Symbols MC9000's with their own bespoke software. After 4 days of work they called ScanSource Partner Services for advice on the best way to program certain aspects of their desired solution. During this conversation we suggested MCL, as the timescale to deliver the solution was critical. The reseller chose to contract us to provide 2 days on-site training during which time our staff produced a working initial passable version of their target solution. Within the week the reseller had installed the trial system on time and within budget. Since the initial training they now have adopted MCL as their mobile development platform. They have since installed solutions at their customer's sites using a range of different terminals, all sharing the same MCL projects.





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Case #3

Reseller had a request for a data capture solution within the defence industry. The end-user wanted a “generic” data capture solution that they could tailor to their own needs. During this specification stage the reseller was never told what data was to be collected for “security” reasons. MCL was suggested, as the end-user would be able to construct their own applications without having to explain anything to a 3rd party. Naturally we still don’t know what the terminals (Intermec) are used for but again ScanSource Partner Services were able to provide the reseller with staff to do the training on-site. The reseller sent his own staff to this training and since then they have installed MCL based solutions to other end-users.



Case #4

Reseller’s customer is running SAP and wanted a simple batch solution for the annual stock take. We suggested an MCL project would meet the requirement using in this case handheld terminals. During the specification phase of the sale the end-user customer explained the problems with getting a simple CSV data file into SAP. This was the ideal time to explain the MCL SAP/R3 Bridge. The sale quickly changed from a few batch units to 22 RF enabled terminals. With the help of ScanSource Partner Services the reseller sold and installed not only the terminals but also sold an RF site survey, MCL SAP training and installation services. One feature of the MCL SAP/R3 bridge is that only a single SAP licence is required regardless of the number of units connected via this link. This saving alone almost paid for the whole installation. The customer now has RF terminals attached to their MCL-Net installation but printers also, requiring an upgrade to a 50-user MCL-Net licence.



Case #5

Reseller dealing with the major high street stores needed an “instant” fix for one of their customers. They contacted ScanSource to see if we could provide an “off the shelf” price remarking / discount solution by the end of the week. While we missed the deadline by one day we were able to attend the scheduled meeting with the end-user and reseller. For the first time both parties saw the MCL/CN2 based solution displaying prices from both their local and remote servers. Then depending on access rights determined by the login details, the MCL project offered the user: reliable, fixed discount, radio button or user entered discount. The MCL project then calculated 2 check digits and printed the desired quantity of labels via a Bluetooth link to a Zebra QL printer. Within the week of us knowing about the job the customer had seen and accepted the trial program. During the trial they were so impressed with the speed we could adapt the project to connect to a different server and different label layouts dependant on the product scanned they now intend to get MCL-Designer for their internal IT department. Meanwhile the reseller is managing the roll out of over 100 systems in this configuration to the end-user customer.





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Summary

We hope the information in this booklet has provided you with a clear understanding of what MCL is and how MCL can create, integrate, and deploy enterprise mobile worker applications quickly and easily. MCL can be used with Datalogic, Hand Held Products, Intermec, PSC, Motorola Symbol terminals and Datamax printers.

For more information please contact your sales representative who will be please to answer any questions.