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Harcor Security Seals and
Exact



Harcor provides
unique customer
portals using
Exact's B2B
E-Commerce
portal
technology."

www.exactsoftware.com.au



HARCOR'S "EXACT & TRACK" SYSTEM IS A CUSTOM MODULE DEVELOPED BY EXACT SOFTWARE TO ENABLE SERIAL NUMBER TRACKING OF ITS NEW GENERATION OF SECURITY SEALS



About Harcor: for more than four decades Harcor has supplied tailored solutions and innovative products to a diverse range of leading Australian business. Harcor began operations in 1969 with an approach from a single client who required solutions to reduce theft from shipping containers.

Some 45 years later, Harcor has built a reputation in Australia and abroad as the leading supplier of "Tamper Visible" security products. Through experience came growth, which was harnessed to develop competencies into new markets, using a collaborative approach with customers. Harcor take pride in having built long-term relationships with Government Agencies & Departments and Australia's largest security, retail, financial services, mining, and logistics corporations.

Being Australia's largest and first dedicated security seals business, serial number integrity is a crucial component of security seal purchases. This resulted in the development and maintenance of what Harcor considers the most advanced security seal numbering system available. The main reason most businesses use serial numbering is to track and trace items in the supply chain. When security seals are removed, the serial number is normally checked against the manifest or security log. The integrity and accuracy

of the serial numbers being supplied is therefore a crucial part of the supply chain process. Errors such as number duplication can lead to product recall and theft. Harcor fully understands the importance of serial number management, tracking millions of new serial numbers every year.

Harcor has also developed capabilities across many product & technology platforms, including: Bag Supplies, Emergency Essentials and Technology Solutions.

Custom Bag Expertise – Harcor manufactures bags in a number of colours and sizes to meet our clients' custom requirements.

Technology Solutions – Harcor offers the latest range of technology solutions that can in many cases be tailored specifically to our client's requirements and unique applications. From live tracking to automated locking systems.



HARCOR

Phil Butcher, Chief Executive Officer

// Our initial implementation of a B2B E-Commerce ordering portal was configured for a major client by Exact's consultants. They provided the expertise, advice and training for our staff. The individual WEB portals for additional customers were then created by Harcor's own staff. The B2B E-Commerce portals are a good example of how Harcor have benefited from an ongoing business relationship with Exact."

HARCOR PROVIDES UNIQUE CUSTOMER PORTALS USING EXACT'S B2B E-COMMERCE PORTAL TECHNOLOGY

Emergency Services, Medical Rehab Solutions - Harcor boasts a an impressive range of robust off-the-shelf solutions. Harcor services include the design and manufacture of premium emergency services bags plus medical cabinet security sealing solutions and much more! The 2014 Fire Awareness award winning Harcor Arm Core-Cooler Harness is an excellent example of one of Harcor's unique emergency services solutions.

The Need for a Customer Ordering Portal

David Melamed, Harcor's national and international Marketing Manager is a chief supporter of Synergy's powerful B2B business ordering Portal's functionality having witnessed its commercial appeal firsthand. The perspective of Harcor's success story consequently touches on how Harcor uses Exact and Synergy not only to improve internal business processes, but also leverage Exact's B2B

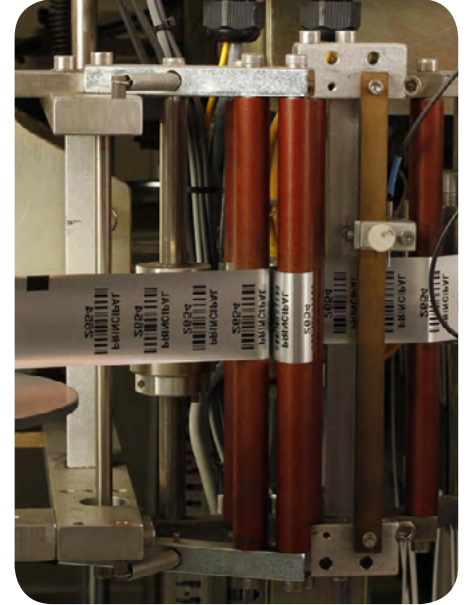
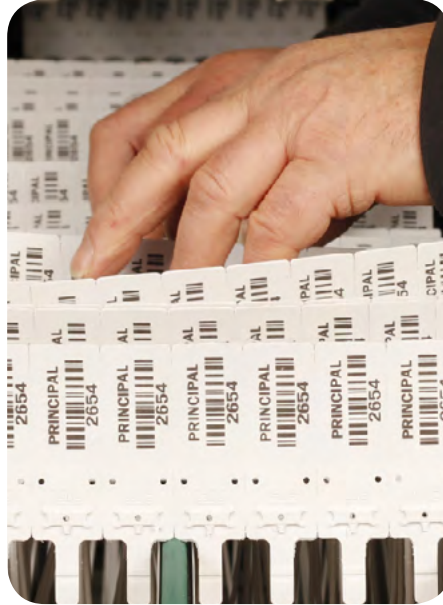
E-Commerce ordering portals to convert prospects and maintain customers.

By running numerous Synergy E-Commerce ordering portals (ECP); which have been tailored to the specific needs of some of Australia's largest security and retail businesses, Harcor is in an excellent position to comment on its appeal. All new Customer E-Commerce portals since 2014 were created and deployed by Harcor's own staff, after having received comprehensive training by Exact Consultants. Mr Melamed says that "standard functionality and simplicity of the Ordering Portals has impressed clients in addition to the configurable widgets that have enabled Harcor's customer portals to meet and exceed our clients various needs". Mr Melamed demonstrated this using the real-time stock count widget as an example. He mentioned that Harcor had recently won a large retail bag contract, using the ECP portal to entice a client that wanted stock

warehousing transparency, after the new client's prior supplier, had not been able to fulfil the stock holding obligations. Harcor's new client stated that "if the prior supplier used an ECP ordering portal with full stock holding transparency, previous supply shortages would never have occurred".

Exact's B2B E-Commerce portal

Exact's technology is used by Harcor to allow their customers to have a unique individual ordering system, with real-time stock information. Hence the customer places the order, fully aware of the availability of supply. Customers can also re-order past orders, review them or save "favourite" orders, which can easily be repeated.



VALUE PROPOSITION

Improved customer ordering via customer branded web based ordering system that also allows customers to see real time stock information with favourite order options to reduce manual data entry. High customer acceptance has delivered improved communication and unification of their orders, with integrated and automated processes whilst ensuring legal compliance.

Designing a New Generation Security Seal

When it came to the design aspects of a new security seal, security was not the only area that the development team catered for. Two other security seal topics have been popping up over the years.

First was automation. More and more businesses are automating processes. With the increased popularity of business smart phone use, automation did not look like it was going to slow down anytime soon. So a decision was made to add barcodes to a range of stock standard new style bag seals. This will give customers the ability to order off the shelf security seals with bar coding instead of placing custom orders. Adding barcodes to stock security seals enables customers to instantly change processes to include electronic recording of serial numbering. Second was seal number legibility. Harcor took a "go big or go home" approach to the design of the new seals and ensured the flag would be large enough to print extra-large numbering or a barcode.

Large numbering saves clients time without having to move closer to the seal for inspection. In dark environments such as warehouses, larger numbering will be a real time saver. The larger seal design not only creates a larger print area but also improved handling.

The new security chamber shares the most significant security feature that is inherent in the original TEC Chamber series. This feature is the "fracture safe" break out points. Tamper evidence will show if an attempt has been made to remove the chamber from a bag. The chamber's legs (Tamper Indicator Points) will break out and this will be visible prior to re-opening it. Harcor is the only company who offers patented security chambers with "fracture safe" break out points. This feature results in tamper evidence not being limited to the security seal, but also the security chamber. The updated design also includes other features such as "false lock protection" and easy insertion, amongst other security modifications.



HARCOR

David Melamed, National and international Marketing Manager

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BUSINESS NEEDS

Harcor have been users of Exact Globe and Synergy Enterprise since 2006. In January 2010 they decided to offer multiple WEB based Portals, so many of their customers can use their own branded ordering Portal.

SOLUTIONS

Clients chose to implement Exact's B2B E-Commerce portal to allow their customers to have a unique individual ordering system, with "Real-time" stock information. Hence the customer places the order, fully aware of the availability of supply. Customers can also re-order past orders, review them or save favorite orders, which can easily be repeated. The Harcor WEB shop also supports customer orders in multiple currencies.

Security Seals and the need for an Exact & Track System

Serial number integrity is a crucial component of security seal purchases. This resulted in the development and maintenance of what Harcor considers the most advanced security seal numbering system available.

The main reason most businesses use serial numbering is to track and trace items in the supply chain. When security seals are removed, the serial number is normally checked against the manifest or security log. The integrity and accuracy of the serial numbers being supplied is therefore a crucial part of the supply chain process. Errors such as number duplication can lead to product recall and theft. Harcor fully understands the significant importance of serial number management, tracking millions of new serial numbers every year.

Exact & Track system is a custom module developed by Exact Software. It is deployed using Exact Globe that securely stores serial number data, protects against serial number duplication, enables fast serial numbering and tracking. The speed and accuracy of the system stands out, when a company asks to track a serial number. Harcor can attest to the key role the Exact & Track software module plays in maintaining their ongoing leadership position in the security seal market

Exact Software Implementation at Harcor

With Exact's solutions, Harcor has been able to integrate most of its business areas and enhance the efficiency of its processes. During the original implementation phase of Exact Globe and Exact Synergy, Exact's consultants and support team helped establish all key business workflows with appropriate security for all user roles.

Exact GLOBE

In the back office, Harcor chose Exact Globe and opted for modules covering finance/ accounting, inventory and warehouse management, cash flow management, invoicing, sales order management and purchase order management. The solution had to support and comply with all financial, tax and legal obligations.

EXACT SYNERGY

For Business workflow, Harcor opted to implement Exact Synergy modules for business process workflow, customer relationship and sales opportunity management; project management and human resource management. Microsoft Office integration and document management is also key for 27 Exact Synergy users.



New Generation Themis Bag Security Seal

Harcor introduced a new Themis bag security seal and chamber to the market in February 2016. Harcor is Australia's largest and first dedicated security seals business, supplying seals for a diverse variety of applications. Our Sealing Solutions protect valuable assets and reduce shrinkage worldwide. We are a specialist innovator in customised security solutions - from concept, design, development and implementation. As

secure movement and storage of money, documents and other items of value is a high priority, it is essential that you have a reliable security sealing system. Harcor's varied range of sealable security bags and chambers offers the choice of bag size and level of security to suit a customer's exact needs. These multi-use security bags are secured by inserting a small seal into a security chamber. Access is gained by breaking the seal allowing the bag to be re-used.

Facts

Name of Organization	: HARCOR Security Seals Pty Ltd
Line of Business	: Harcor provides security products, emergency essentials and technological solutions to the Commercial and Government markets.
Number of Exact Globe users	: 25
Number of Exact Synergy users	: 27
Exact Products	: Exact Synergy, Exact Globe, B2B E-Commerce portal
Customer since	: April 2006
Total Investment	: AUD \$126k licenses - Server on premises
Website	: www.harcor.com.au