



Democratizing Technology with the Creation of a QR Code Reader

The Tachyonix solution strengthens the position of Bobst, a global leader in industrial packaging machinery.

BOBST

Background

Bobst is one of the world's leading suppliers of equipment and services, specializing in converting, printing, and processing substrates for label, flexible packaging, folding carton, and corrugated board manufacturing.

Founded in 1890 by Joseph Bobst in Lausanne, Switzerland, the company operates in over 50 countries, manages 21 factories across 12 nations, and employs more than 6,300 people globally. Bobst is renowned for its innovation and industrial excellence. In 2023, the company reported consolidated sales of 1.960 billion Swiss francs, thus reinforcing its prominent position in the international market.



The Challenge

Bobst produces and delivers industrial packaging machinery. After purchasing the machines, customers must periodically acquire essential supplies, such as ink for box printing. Therefore, Bobst establishes lasting relationships with its customers.

Previously, the process of replenishing supplies for Bobst machines involved manual steps that created challenges for companies. The ordering process was paper-based, which increased susceptibility to the errors and delays inherent in physical paperwork.

Because companies lacked an automated way to confirm that Bobst had received their orders, the process was marked by uncertainty and a lack of control over order status. Moreover, Bobst had no clear visibility into whether customers had received their supplies—a fact that threatened efficient logistics management and demand fulfillment.

This process, highly dependent on manual interventions, presented significant barriers that impacted operational fluidity and customer satisfaction.



The Solution

The implemented solution transformed the supply replenishment process for Bobst machines. Once fully manual and prone to multiple errors, the process is now digital and integrated, simplifying workflows for both customers and the company.

The first stage involves delivery tracking. Along with ink cans, customers receive an invoice with a QR code. Using the app developed by Tachyonix, they scan the code, thereby automatically communicating successful delivery to Bobst via SAP. Customers can carry out this process on handheld scanners, smartphones, or tablets. Thus, the process is flexible and agile.

The second stage automates the replenishment process. When the ink can is empty, the customer simply scans another QR code on the invoice. This, in turn, automatically generates a new purchase order in the system. Thus, the process eliminates the need for manual requests and ensures more efficient and precise restocking.

Jansen Penido, Senior Frontend Developer at Tachyonix, commented: "Before, everything was manual, on paper, and there was no confirmation of receipt. When supplies ran out, the process was also manual. The automation of these stages brought greater efficiency and control to the process."



He continued: "It's worth noting that the solution was delivered in partnership with Accenture's development team, ensuring that the tracking and replenishment process occurred in an integrated and automated manner." This highlights the collaboration that produced a successful outcome for Bobst.



Illustrative Figures:

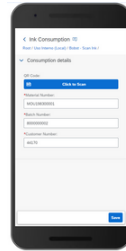
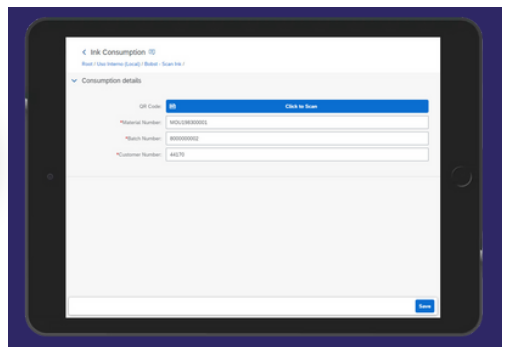
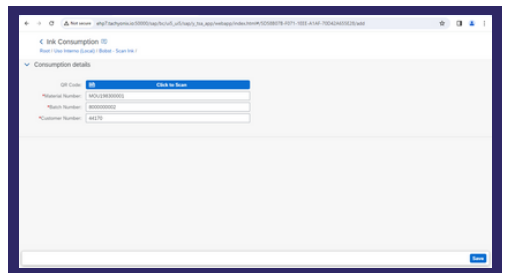
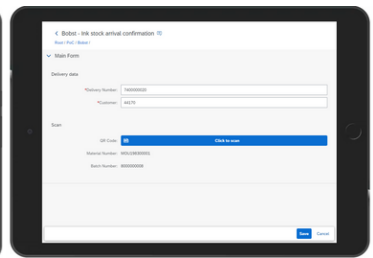
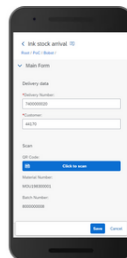


Figure 1 – Illustration of a mobile screen. When one clicks on "scan QR Code," the fields will automatically populate, identifying the product, batch number, and user.



Figures 2 and 3 – The purchase order can be sent via a computer or tablet.



Conclusion

Marcelo Korn, CEO of Tachyonix, highlighted: “The beauty of democratizing technology is the ability to make each solution simultaneously customized and universal. Solving Bobst’s challenge mobilized the client-focused team within Tachyonix, which concentrated on finding the best answer for the customer’s problem. Once solved, the technology applied, although disruptive, becomes a basic app—in the best sense of the term.”

He continued: “No matter how complicated the problem seems at first glance, when we have the solution in hand, it’s something extremely simple that can be useful to countless other companies.”

Korn added, “Great problems can be solved in remarkably simple ways, and this is exactly what motivates Tachyonix with every new challenge.”

Tachyonix’s CEO concluded, “The QR Code reader that resolved Bobst’s issue is now an app available in our portfolio, as well as in the SAP Store, and has even inspired a solution that SPIC will soon implement.”

About Tachyonix

Tachyonix was created with the goal of solving real-world business challenges by simplifying and accelerating the development of SAP business applications. Led by a team of elite programmers and SAP specialists, Tachyonix has far surpassed its vision. By creating Low Code/No Code tools that democratize app development processes and put them in the hands of corporate users, Tachyonix bridges the gap between business and technology.

By completely transforming the process of SAP customization and development, Tachyonix enables a fast, simple, AI-driven process that drastically reduces development time and resources, improves performance, and, most importantly, empowers “citizen developers” while maintaining a clear focus on business needs at the forefront.

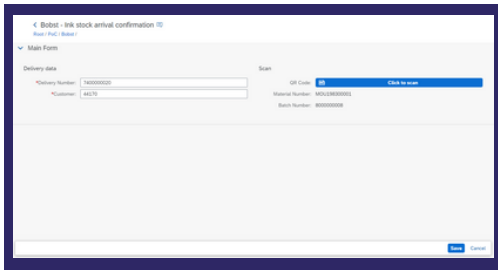


Figure 4 – Delivery information is made available, allowing for internal control.

The Results

Mokhtar Amri, Head of IT Products for the Services Business Unit at Bobst, emphasizes: “To provide some context, this project is closely monitored by our team due to its significant value for our clients and its alignment with our priority of customer satisfaction at Bobst. From a technical standpoint, the model we aim to implement is quite complex, introducing new capabilities within our business unit and establishing new logistics flows to automatically deliver the necessary ink to our Bobst machines.”

He added: “In 2023, I was introduced to Tachyonix and considered collaborating with them on my NMW Ink Management project. We encountered several challenges, inherent to any project of this nature, but I do not regret for a moment having onboarded Tachyonix in this exciting venture. On the contrary, I am eager to continue this collaboration and will not hesitate to call upon Tachyonix whenever the need arises. I particularly appreciated the team’s talent, skills, and responsiveness. Janssen played a crucial role in the project’s success and was proactive, which is highly commendable in such projects.”

The Bobst IT Products Head concluded: “I highly recommend Tachyonix to any manager or director seeking to collaborate with a responsive, skilled team at reasonable prices.”