



## **Secure Wireless Tracking. 35 Countries. Delivered.**

### **The Client: Unicer Bebidas**

With more than 2,100 employees and EU\$440 million in annual revenues, Motosinhos, Portugal-based Unicer Bebidas de Portugal ([www.unicer.pt](http://www.unicer.pt)), is one of Europe's largest regional beverage production and distribution companies.

Unicer, which ships more than 717,000,000 liters to more than 60,000 customers throughout Portugal alone, distributes its soft drinks, beer, coffee and other beverages through a countrywide network of wholesale distributors and retail outlets in bars, restaurants, shops and supermarkets, and maintains a dedicated field service force to ensure that its beverage distribution machines at customer premises are kept in perfect working order.

### **The Challenge: Secure, Wireless Tracking**

In 2005, Unicer urgently needed to adopt a traceable product labeling and tracking system to comply with European Union regulatory requirements and meet its own, self-imposed, quality controls. Given the complexity of its distribution operation, with dozens of beverage products ranging from juice to wine shipping in 35 countries, the beverage maker's technology team determined that a barcode system employing mobile terminals would be the best way to label and track individual units, cases and pallets of its products. A key requirement of this wireless system would be ensuring that the terminals could be connected online to Unicer's central, SAP-powered network.

Unicer's core demands? The system needed to provide a high level of security, and it needed to perform well in both its production and distribution facilities and the field, consistently reading, processing, validating and displaying information both in-plant and remotely. To make the most of its investment in tracking technology, it was critical that Unicer opt for a scalable system that provided secure and reliable access to its internal tracking data; afforded critical data control and management capabilities across its network; and ensured access to mission-critical computing infrastructure at all times.

## The Solution: Pragma Systems

With nearly 20 years of experience in solving the security challenges companies face with remote management, file transfer and application delivery, Pragma Systems was uniquely positioned to help Unicer meet its needs for a highly secure, fast and scalable wireless tracking system that would seamlessly integrate with its existing SAP architecture. Seeking not just a regulatory compliance solution, but a long-term management tool capable of delivering significant business benefits, Unicer turned to Pragma Systems for a secure, wireless solution.

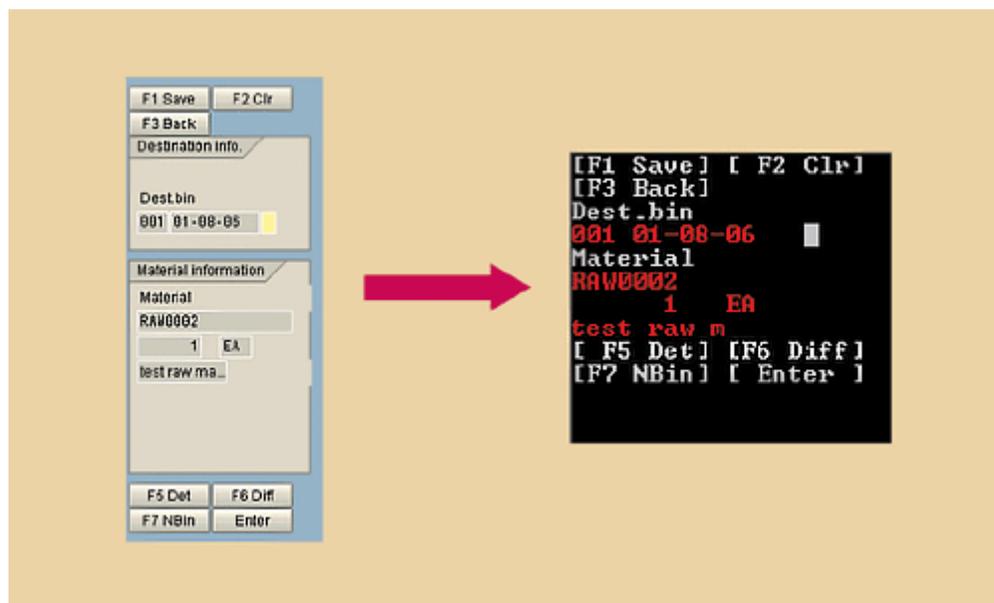
Working in concert with both Unicer and SAP, Pragma Systems put in place its reliable, enterprise-grade security software solution, with SAPConsole used to deploy SAP warehouse-management transactions to mobile terminals, using Pragma's TelnetServer.

The end result: An extremely secure, reliable wireless tracking system with 65 terminals in 8 locations, comprising more than 100,000 square meters of Unicer plant and warehouse facilities.

## The Pragma Solution: Breaking It Down

The following illustrations provide a "before" look at the challenge facing Unicer prior to implementation, then a detailed look at the resulting SAPConsole/Pragma Telnet solution the company put in place.

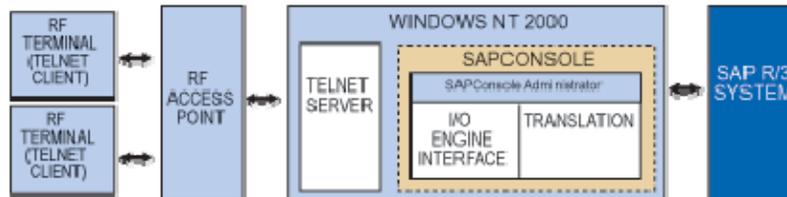
**Figure 1** shows a "before and after" snapshot - an SAP GUI screen translated into its character-based equivalent using SAPConsole.



**Figure 1** A Portion of SAP GUI Screen and Its Equivalent in the SAPConsole

## Components of the SAPConsole Solution

*Figure 2* represents all of the components required to implement SAPConsole using RF terminals.



**Figure 2** SAPConsole Architecture

*In Figure 2, every component – including the RF terminals, access points, TelnetServer, and SAPConsole – effectively serves as a "pipe" to the centralized SAP business logic and transactions that support Unicer's desired functionality. The RF terminals themselves are thin clients, meaning they contain only terminal emulation software and cannot operate without the connection to SAP, unless a "store and forward" component is specifically put in place. Access points simply serve as an ethernet bridge, allowing the wireless terminals to connect to the hard-wired network via TCP/IP.*

*Pragma System's Telnet server allows each RF terminal to attach to the NT machine in a character-based mode (VT220 emulation). It's important to note that Unicer's selection of the Telnet server component was crucial, since the server offers companies a range of desirable features as-is or can be customized to solve specific, additional RF-related issues.*

## Pragma: Unbeatable Reliability, Unsurpassed Performance

In making its decision, Unicer put in place specific quality-control standards that had to be met, including performance parameters designed to minimize handling errors, avoid order-supply errors, allow for the tracing of all deployed pallets, and designate and control the actions of specific operators and/or operations. Pragma Systems – with 2,100 client companies in more than 60 countries – met every performance standard set by Unicer.

"It only took me a few minutes to install Pragma's TelnetServer and, after that, I didn't need to worry about a thing," reports an Unicer IT employee. "Telnet and Pragma's Session Manager are all we need to control every one of our users sessions – including, for example, when they forget and leave a terminal switched on in the middle of a transaction. We think very highly of Pragma! In fact, we don't think it's possible that any other solutions provider could have outperformed Pragma."

## Taming Supply-Chain Management Complexity

Unicer's IT team tapped Pragma because of its unique, 2:1 combination of telnet and SSH technologies that work across a company's server and clients – including most industry standard mobile and handheld devices. That's because Pragma stands alone in offering innovative, cost-effective solutions that enable secure, seamless and speedy remote management; data and file transfer; and customized application support.

As Pragma Systems Vice President Andrew Tull points out, the strongest and most flexible secure connectivity solutions work with your existing environment and utilize management systems that support today's toughest standards: 802.11i, WPA2, AES encryption, RFID, and more. "We've designed our Pragma solution specifically to help companies facing vertical supply-chain management challenges meet their connectivity needs in the most secure, reliable way possible," explains Tull. "Pragma server and client give you the cost-effective tools you need to securely manage your network all the way to mobile devices."

### Pragma Delivers!

Unicer is simply the latest in a long line of companies who've come to rely on Pragma's outstanding performance, superior customer service and across-the-board reliability. Call Pragma today, and learn how we can help your company by providing:

- **Reliable, proven enterprise-grade secure connectivity software** for all Windows® environments:
  - That's highly-secure – even offering a protocol for secure remote login and other secure network services over an insecure network;
  - Facilitates **data and system management**;
  - Allows **secure file transfers**; and
  - Provides consistent, **reliable application delivery**
- Gives you and your company a **powerful, convenient** approach to protecting communications on a computer network
- Superior and **responsive customer service** – both throughout the sales process and during lifetime of usage
- Offers **peace of mind**

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