

Auto-ID & RFID value-add distributor, repair & support provider

Supermarket & Retailer
talks to DCI Scanning

DCI Industrial Scanning Pty Ltd is a long time Auto-ID distributor and value-add service provider. With over 40 years in the barcoding and RFID industry, market and support a number of the world's leading brands such as the full product portfolio for Datalogic, Urovo, Postek, Zebra, Unitech, Janam, 42Gears, Wasp and many others. Our website comprehensively shows our vast but focused product and brand offerings for the Southern African market.

S&R: What sets your company apart from competitors?

Our unique value proposition lies in our comprehensive approach to Auto-ID barcode scanning and RFID product distribution. We not only distribute top-tier products but also provide support and value-add services.

S&R: How has your company evolved to maintain leadership in the industry?

With over 40 years in the industry, we have continuously adapted to the evolving technological landscape by investing in cutting-edge technologies and expanding our product offerings, focusing on building strong partnerships with the world's leading Auto-ID manufacturers and enhancing our technical support capabilities allowing us to stay ahead of industry trends and maintain our aggressive distribution positioning.

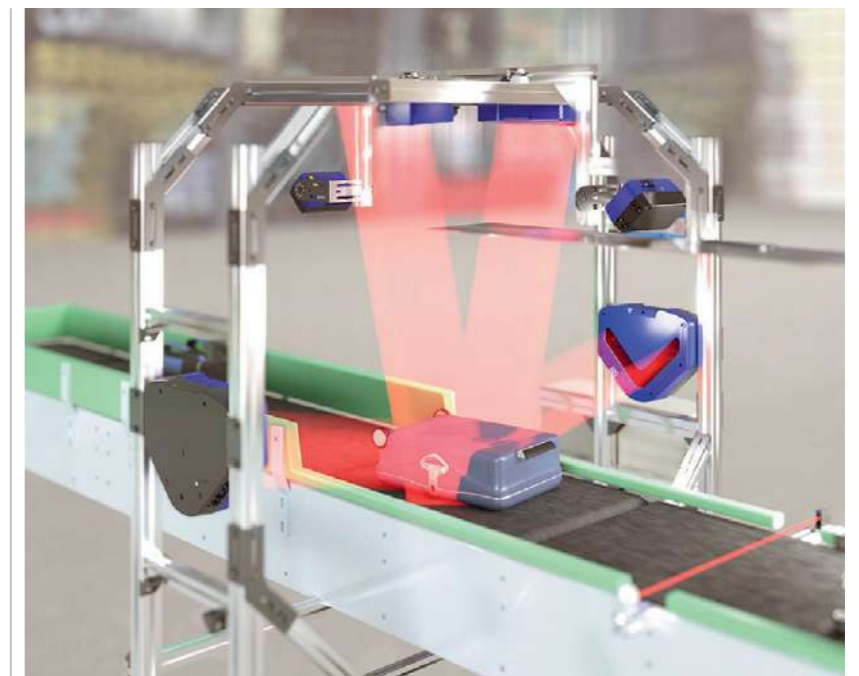


S&R: What are the key challenges currently facing your industry?

As globalisation continues to evolve, the Auto-ID industry faces rapid technological advancements, data security concerns and new cost-effective product variants entering the market. We give our chosen partner brands the attention they deserve to gain market share. This can only be done through reputation, service delivery, great pricing and over and beyond after sale support. Including partnering with experienced integration companies to ensure the manufacture brand products work seamlessly with our clients' existing infrastructure.

S&R: How does innovation play a role in your company's success?

As our focus is on Auto-ID products, it's imperative we partner with the world's leading Auto-ID manufacturers and solutions providers demanding that we adapt easily to all types of innovation whether it be through product advancements or internal process adjustments.





S&R: How do you foster a culture of leadership and innovation within your organisation?

By encouraging open communication, collaboration, and continuous learning and product advancements; innovation empowers employees to take initiative, share ideas, and drive the company forward.

S&R: In what ways does your company engage with customers to ensure you stay aligned with their evolving needs?

DCI has a tremendous staff retention with a number of employees being in the company for more than 20 years. Relationships and knowledge have been transferred both internally as well as through our partner engagement. We see ourselves as a value-added distributor and regularly engage with our clients and their customers to ensure we are offering the best possible hardware and software solutions at the best possible price. Transparency through our partner network and supply chain is more beneficial than just box selling, price and availability. Our customer support team is always available to provide assistance and gather insights.



S&R: What investments is your company making to secure future growth?

DCI Scanning is committed to securing future growth through strategic investments in technology, talent, and infrastructure. We are expanding our R&D efforts to develop next-generation solutions, investing in employee training and development to build a skilled workforce, and enhancing our distribution network to reach new markets and customers.

S&R: What role does sustainability and social responsibility play in your company's overall strategy?

Social responsibility is our duty at DCI. We participate every month without fail in community initiatives and support various social causes, reflecting on our moral imperative to always helping those in need. We only wish we could do even more.

S&R: How do you leverage technology to maintain a competitive edge in your industry?

Continuously adopting the latest advancements in Auto-ID and RFID solutions. Our investment in state-of-the-art equipment, software, and infrastructure ensures that we provide our partners with hardware solutions that enhance their operational efficiency and competitiveness. We also stay abreast of industry trends and technological developments to maintain our competitive edge.

S&R: What is your vision for the company's future in the next 5–10 years?

Our vision is to become one of the leading distributors of Auto-ID barcode scanning and RFID throughout SADC region. Key milestones include expanding our branch presence into more areas, expand on niche technological product lines, and strengthening our partnerships. We are also focused on enhancing our customer support capabilities to ensure we continue to meet and exceed our clients' expectations and making their experience easier.



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