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GRAND TOUR
ANYWHERE YOU ARE

Leveraging Connected Intelligence

The **GT 2026** Field Guide

Capture. Track. Transform.

A practical follow-up for Kemtek resellers, based on our GT 2026 Connected Intelligence online session.

Start here

With this guide, you can make Connected Intelligence a part of every customer interaction.

An extensive, detailed YouTube GT26 Webinar video can be viewed here.

Most Auto ID sales start with a product question, and this can lead to a quote and a price comparison. With Connected Intelligence, we're pivoting the conversation to focus on business challenges and how to solve them.

Innovative solutions

The GT 2026 Connected Intelligence online session covered four key themes.

- **Industrial barcode printing (Argox).** The AIP Series industrial printer, with a 4.3-inch colour touchscreen, stated print speeds of up to 14 IPS, and 203, 300 and 600 DPI options. A UHF RFID model was also discussed.
- **Mobile computing (CipherLab).** The RK96 warehouse mobile computer and the RS20 lightweight retail mobile computer, with remote device management and OCR capabilities.
- **OCR (CipherLab).** Pic 'n Fill OCR, which extracts visible information and fills workflows, with on-device processing. Use cases covered retail, logistics and manufacturing.
- **Thermal transfer ribbons (Kemtek ThermoPro).** The ThermoPro range, presented alongside flathead and near-edge (corner-edge) thermal transfer printing applications.

Confirm specifications and availability with Kemtek or the vendor before quoting them to a customer.

Connected Intelligence in action

Capture	Track	Transform
Collect accurate, multi-source data as it's generated	Connect that data to a product, a person or a place, and follow its journey	Use the data for operational efficiencies and actionable insights

Customers usually talk to you about the first phase, whereas the value sits in the third.

> **What that looks like in practice.** A distributor prints a pick label, scans it at dispatch, then retypes a serial number from the box into the system. The printer works. The scanner works. The retyping is where the errors, delays and returns come in, but nobody mentioned it because nobody counted it as part of the label problem. Here are five questions that you can use to start the conversation:

1. **"Can you show me how this works today?"** Ask to watch, not just to hear about it.
2. **"Where does it go wrong?"**
3. **"What happens when it does?"** Reprints, returns, delays, rework, a supervisor chasing a number.
4. **"What is already in place?"** Printers, scanners, mobile devices, software, network.
5. **"What would better look like?"**

Four places the opportunity hides

Pairing customer challenges with Connected Intelligence solutions:

Industrial barcode printing

Challenges: faded or unscannable labels, constant reprints, downtime, labels that peel or smudge in heat, cold or chemicals.

Learning from customers: How many labels a day, and what sizes? What conditions must the label be able to survive? What happens when the printer stops?

> **The Connected Intelligence solution:** the Argox AIP Series. Introduce this when speed, resolution or consistency across a high volume of labels is part of the problem, and ask about connectivity, integration and RFID where these matter to the customer.

Mobile computers and scanners

Challenges: paper pick lists, stock counts done twice, devices that die before the shift ends, shared devices nobody can account for.

Learning from customers: Where are devices used: warehouse, shop floor, outdoors? How long are shifts? How good is Wi-Fi coverage? Who configures, updates and supports devices across sites?

> **The Connected Intelligence solution:** the CipherLab RK96 for warehouses and the RS20 for retail floors, with remote device management for customers running devices across several sites.

OCR and intelligent data capture

Challenges: people reading text off a product, label or document and typing it into an application. Serial numbers, dates, batch codes, IDs.

Learning from customers: Which fields get retyped most? How often are they wrong, and what does a mistake cost? Does the device need to work offline, or store data internally?

> **The Connected Intelligence solution:** CipherLab Pic 'n Fill OCR. It is built for the moment a worker can see the information but there is no barcode to scan, and it processes on the device.

Thermal transfer ribbons

Challenges: smudging, fading, scratching, printhead wear, ribbons bought on price alone, or "the label is fine until it goes into the freezer."

Learning from customers: Start with the three checks in the next section.

> **The Connected Intelligence solution:** the Kemtek ThermoPro range, engineered for both flathead and near-edge printers.

Choosing a ribbon without the guesswork

In thermal transfer printing, heat moves ink from the ribbon onto the label. The ribbon shapes how the print looks and how long it lasts, and it also helps protect the printhead.

Before you recommend a ribbon, ask these questions:

1. **The printer.** Is it a flathead or a near-edge (corner-edge) printer, and which model? Ribbons are formulated with the head type in mind, so confirm before you quote.
2. **The label material.** Coated paper, uncoated paper, synthetic film, fabric?
3. **The application.** What must the print survive: handling, rubbing, moisture, cold, heat, chemicals, sunlight? How long must it stay readable?

Ribbon type	Typically suited to	Think of it when
Wax	Everyday paper labels where extreme durability is not the priority	Shipping labels, shelf and price labels, general identification
Wax-resin	A step up in smudge and scratch resistance, depending on the ribbon and label	Labels that are handled often or exposed to some moisture or rubbing
Resin	Demanding jobs and synthetic materials	Chemical, heat, outdoor, textile or specialist labelling

Three things that catch people out – and how to avoid them:

- **Width.** The ribbon should cover the full label width. Check the fit before ordering.
- **Ink side.** Ribbons are wound with the ink facing in or out, and printers expect one or the other. Always confirm this.
- **Testing.** Test the actual combination of printer, ribbon and label under real conditions. Rub it, wet it, chill it. A spec sheet won't tell you nearly as much as a loading dock will.

> When print quality fails, the cause is often a mismatch between ribbon, label and printer rather than a faulty ribbon. Ask the question before you blame the product.

Ask Kemtek what suits your application and what is currently in stock.

Industry conversation starters

The best opening line connects a technology to a daily frustration. Use these as a starting point, then follow where the customer takes you.

Industry	Try saying	What it might open up
Retail	"How much time goes into stock checks and expiry date checks each week?"	Mobile computers, scanning, OCR, integration with retail systems
Warehousing and logistics	"Where do your people lose time between receiving and dispatch?"	Rugged mobile computers, label printing, device management
Manufacturing	"Are serial numbers or component IDs still being read and typed in by hand?"	OCR, industrial printers, integration with production systems
Food and beverage	"Do your labels stay readable through cold storage and handling?"	Substrate and ribbon testing, wax-resin or resin options
Pharmaceuticals and healthcare	"How do you trace products, and are you sure the data is right?"	Barcode quality, scanning, consumables suited to the process
Textiles and automotive	"Does a care label or component label have to last as long as the product?"	Textile labels, resin ribbons

Regulated sectors have their own labelling and traceability rules. Never assume the customer's requirements; instead, ask the question.

The discovery sheet

Print this, then work through it with your customer. Leave out anything that does not apply.

The process

Question	Their answer
What process are you trying to improve?	
Where does the work happen: retail floor, warehouse, production line, distribution centre, outdoors?	
Who does it, how many people, and across how many shifts? Who owns the process?	

The data

Question	Their answer
What must be captured, printed, verified or tracked?	
Are workers scanning bar codes, reading visible text, or both?	

What is already in place?

Question	Their answer
Which printers, scanners, mobile computers, software and network are in use?	

Which labels and ribbons do you use today, and who supplies them?	

The environment and requirements

Question	Their answer
What must the label or device withstand?	
What print speed, resolution, durability and daily volume do you need?	
Is Wi-Fi or mobile coverage reliable, or must devices work offline?	
Must devices connect to an existing application, database, PLC or backend system?	

The cost of the problem

Question	Their answer
What do errors, downtime, rework and manual entry cost you today, in time, money or lost opportunities?	

Support and success

Question	Their answer
Who will manage, maintain and train people on the solution?	
What will success look like, and how will you measure it?	

From conversation to solution

1. Discover	2. Match	3. Validate	4. Grow
Document the customer's process and pain points.	Recommend suitable devices, ribbons, software and support. Bring in Kemtek for specialist input.	Confirm compatibility. Run a demo or a test using the customer's own labels, environment and data.	Review the results and look for the next need. A printer often leads to ribbons, labels, mobile devices, OCR, training and support.

How Kemtek helps

- **A range of leading global brands,** so the solution fits the problem and not the catalogue.
- **Local stock**, to support availability and supply continuity.
- **Technical expertise** for solution design, demonstrations, integration and troubleshooting.
- **Training and enablement**, so your team can sell and support with confidence.
- **Long-term partnerships,** working with you to find opportunities and grow sustainably.

Your move this week

If you participated in our online GT 2026 Connected Intelligence session: think of the customer who came to mind while you were watching. Start with them, while the session is still fresh.

If you missed it: pick the customer you speak to most, and start with our five recommended questions.

Either way, spend 30 minutes watching their workflow. Using the discovery sheet, find one process where better data capture, labelling or mobility would save time or prevent mistakes.

> Share your learnings with your Kemtek account manager, and we will help you determine the next steps. Alternatively, email **marketing@kemtek.co.za** and we will connect you to the right person.

This guide is intended to summarise themes and product information shared during the Kemtek GT 2026 Connected Intelligence online experience on 20 October 2026. Product specifications, launch timing, availability, compatibility and software features are subject to change and should be confirmed with Kemtek or the relevant vendor before being shared with a customer. Examples given are for illustrative purposes only. Exact results will depend on each customer's operational environment and usage patterns.

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