



SUMMARY



Customer
Stuart Logistics

Partner
Stocovia-ID

Industry
Logistics

Challenge

In line with its considerable growth, Stuart needed to increase operational efficiency and productivity at its sorting centres.

Solution

- A total solution from Zebra Technologies:
- Zebra TC52x mobile computers
- Bluetooth®-paired Zebra RS5100 Ring Scanners
- Zebra ZT411 RFID industrial printers
- Zebra DS2208 handheld imagers
- Zebra Intelligent Cabinets
- Zebra accessories and consumables, including chargers, TC52x wrist mounts and Zebra 100 x 150mm labels
- Zebra OneCare™ Essential three-year maintenance plan
- StageNow Android device staging
- The Zebra Mobility DNA Enterprise Home Screen
- Zebra Access Management System (ZAMS)

Results

- A 10-15% increase in productivity due, in part, to the high-performance ring scanner and ability to work hands-free
- A 70% increase in print productivity thanks to the ease of configuration, capacity, reliability and performance of the printers, as well as the innovative peel-off label option
- Stuart has virtually eliminated dispatch errors, thanks to the reliability and effectiveness of the solution
- Zebra's comprehensive software suite is enabling the easy preparation, commissioning and management of the entire fleet of devices
- Outstanding feedback since launch – users really appreciate the quality and reliability of the equipment, which is designed for their unique warehouse workflows
- Flexible and responsive after-sales service has enabled maximum device and software availability
- Having a single supplier and partner for total deployment, from customised software to smart cabinets, across its European locations gives Stuart a significant operational advantage

Last Mile City Centre Delivery Specialist Increases Efficiency and Productivity at Its Sorting Centres

Stuart Logistics

There is an ever-increasing need for e-commerce and express delivery services. Stuart Logistics was founded in 2015 to revolutionise urban freight transport in response to this need coupled with the realities of city centre logistics, such as ageing infrastructure and vehicle fleets. Its delivery technology platform enables businesses across all sectors to deliver to their city-based customers with unprecedented speed and efficiency, connecting them to a huge fleet of geolocated couriers. The company currently operates across France, Spain, Poland and the UK and has more than 2,000 business customers in 110 European cities. In France, for example, Stuart supports Carrefour, Franprix, Monoprix, Fnac-Darty, Sephora, Nespresso, Decathlon, Zara and Sézane in the digital transformation of their delivery services. Stuart joined La Poste Group in March 2017 and now relies on the DPDgroup network, Europe's leading transport company, to develop its activities with the target of becoming the European leader in last-mile logistics. Stuart saw a 400% rise in its business last year alone and expects to see the same or more in the coming years, as it continues to develop new strategies. For example, it has recently set up a project with the council in Paris's 15th district to have bicycle couriers distribute parcels from a central trailer to reduce the ecological impact of last mile deliveries – an initiative it hopes to roll out to other districts. And Stuart wants to promote active mobility via 'K-Ry-ole' electrically assisted trailers made in France.

Challenge

Stuart had been using an ageing fleet of previous generation mobile devices that was no longer delivering in terms of connectivity, processing speed or memory. As the company and throughput grew, especially with the opening of a new warehouse in Paris, Stuart was looking to deploy the latest mobile enterprise equipment for a long-term solution. Zebra partner, Stocovia-ID, had previously worked with Stuart on a Zebra printing solution implementation and was happy to step up again. Stocovia-ID is a French company specialising in professional solutions for mobility, automatic identification (barcode, RFID), traceability, and matrix, thermal and laser printing. It knew what it would take to supply Stuart with a reliable, robust and fully supported total warehouse solution.

“To meet the societal and environmental challenges of tomorrow, it has become essential to reinvent our approach to city centre delivery. Working efficiently and accurately at our sorting centres is vital to our success and, with this new solution, we are seeing a staggering increase in productivity – up to 70% in certain areas. This keeps us working efficiently, despite the incredible upturn in our throughput. Our workflows are now completely reliable and we’ve pretty much eliminated dispatch errors. This will be an ongoing project and partnership, though. We’re developing further applications and working with Stocovia-ID, which has been fantastic throughout, from the proposal to ongoing support and evolving the global solution in line with our needs and locations. The Zebra Intelligent Cabinet we recently deployed, for example, is already showing its worth.”

**Léo Degryse, Operations Director,
Stuart Logistics**

Solution

Stocovia-ID brings a wealth of experience in the logistics sector and recommended Zebra TC52x enterprise mobile computers, which are already installed within the DPDgroup. Following a successful trial period, Stuart opted for these devices, which users wear on their wrists in combination with Bluetooth®-paired Zebra RS5100 Ring Scanners. The hardware is popular with users and meets the tender criteria. Stuart’s own Android™ based software and applications run on the Zebra TC52x, which transmits all captured data to the back-office systems. A Zebra Intelligent Cabinet is currently being trialled, with the hope that further will be deployed to charge, protect and secure the mobile computers.

In addition, Stuart has upgraded its fleet of imagers and printers, choosing Zebra DS2208 handheld imagers and Zebra ZT411 RFID industrial printers.

Results

Each operator can work efficiently hands-free as they receive, store, sort, check and deposit parcels before delivery to their final destinations. In addition, an innovative print and peel solution means it’s easy for operators to quickly produce and securely adhere shipping labels to items using the industrial printers.

The collaboration between Stocovia-ID and Zebra goes much further than a hardware deployment. Solution testing, validation and ongoing management occur through the Zebra Access Management System (ZAMS), which enables IT and other company leaders to locate and reset devices, see the number of devices in use or under load, and current user status, among other things. Stuart also uses a range of Zebra tools, such as StageNow and the Enterprise Home Screen (EHS) to activate devices and lock them down to the necessary applications based on user profiles and permissions.

The deployment includes comprehensive maintenance and after-sales support, both from Stocovia-ID and in the form of a three-year Zebra OneCare™ Essential contract, to provide peace of mind over the lifetime of the contract. The total solution is installed in Stuart's Paris centres and will be progressively deployed by Stuart and Stocovia-ID in other locations, including Barcelona, Madrid, Lyon and London.

As Léo Degryse, Stuart Logistics' Head of Logistics Operations, summarises, "We are a fast moving, professional company. So, we need professional, best-in-class equipment and a partner who will support us every step of the way as we grow the business toward our aim of offering accurate, fast and 100% green deliveries in all major cities in France and beyond. Key to the success of this project has been the end user buy-in, the possibility for cross-site standardisation by a single supplier offering such a depth and breadth of solutions, and the presence of a partner capable of providing services on an international scale."



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NA and Corporate Headquarters
+65 6858 0722
inquiry4@zebra.com

Asia-Pacific Headquarters
+65 6858 0722
contact.apac@zebra.com

EMEA Headquarters
zebra.com/locations
contact.emea@zebra.com

Latin America Headquarters
+1 866 230 9494
la.contactme@zebra.com