



SUMMARY

Customer

Nhat Tin Logistics

Partner

Total Solutions Logistics Co., Ltd.

Industry

Transportation and Logistics

Challenge

Outdated and unsecure scanners, low operational efficiency, high costs and limited data transparency in logistics processes

Outcomes

- Improved operational efficiency resulting in cost savings.
- Increased accuracy, visibility and security in tracking inventory and shipments.
- Enhanced employee satisfaction and retention rates.
- Ability to meet more complex challenges in the logistics industry and exceed customer expectations.
- Improved overall customer experience, leading to higher customer satisfaction and loyalty.

Solutions

- RS5100 Ring Scanner
- MC2200/2700 Mobile Computers
- ZD230 Printer
- Zebra DS2278 Cordless Handheld Barcode Scanner
- Zebra DS9308 Hands-Free Barcode Scanner

Advanced Scanning Solutions Helps Nhat Tin Logistics Optimize Operational Performance

Nhat Tin Logistics, one of Vietnam's top express delivery companies, offers a comprehensive suite of logistics solutions. These solutions encompass Premium Delivery, Express Delivery, Mixed Express Services (MES), Road Transportation, Cash on Delivery (COD), International Express Delivery, Full Truckload Delivery (FTL) to 3PL and Fulfillment services. With a network covering all 63 provinces of the country, the company has been continuously improving its operations with a focus on service quality and customer satisfaction.

With two major distribution centers situated in Vietnam's key economic regions – 20,000 m² Van Giang warehouse in the North and 30,000 m² Song Than warehouse in the South, Nhat Tin Logistics is well-equipped to meet diverse logistics demands throughout the country.

Nhat Tin Logistics has earned the trust of many renowned local and global companies and brands including, Mobile World Investment Corporation (MWG), FPT Shop, Samsung, Sony, Panasonic, TCL, DHL Amway, Herbalife Nutrition and Prudential.



Challenge: Outdated Scanning Process Caused Operational Delays and Increased Costs

The company faced considerable challenges due to an inefficient barcode scanning process. The procedure, often conducted with personal smartphones, was slow, error-prone, and frequently led to delays in data transfer. Getting a successful scan required operators to painstakingly adjust the phone's camera and the barcode, and damaged barcodes often proved difficult, if not impossible, to scan.

The post-COVID-19 era has seen a significant surge in online shopping, escalating the need for Distribution Centers (DCs) to speed up package handling. The traditional method of using fixed scanners introduced its own set of problems, as employees had to physically carry packages to the scanner, resulting in a labor-intensive and time-consuming process. Additionally, the process of transferring the scanned data to computers introduced additional delays. The short battery life of smartphones was another hindrance, causing operational downtime. And, the use of personal smartphones presented management challenges, as these devices could not be governed by company rules.

With an aim to be the leading company in service quality and customer confidence for each shipment, it is crucial for Nhat Tin Logistics to adopt new technology solutions to enhance its overall operational performance, meet market needs and improve competitiveness. By taking this step forward, Nhat Tin Logistics will be able to change business landscape, stay ahead of the competition and prepare for future challenges in the industry.





Solution: An Efficient Deployment to Enhance Performance Drive

In response, Nhat Tin Logistics partnered with Total Solutions Logistics Co., Ltd., a provider of logistics software and technology, and a Zebra **PartnerConnect** Reseller and ISV Partner. This partnership enabled the implementation of Zebra barcode scanners, mobile computers and printers across all its branches.

The **RS5100 Ring Scanner**, with its wireless and lightweight design, proved instrumental in helping Nhat Tin Logistics manage heavy loads more efficiently while reducing hand fatigue. The scanner's convenient in-place scanning, was a significant upgrade from the time-consuming fixed scanners, and its rugged yet comfortable design increased adaptability across various facility settings.

For high-intensive scanning tasks, Nhat Tin Logistics transitioned from fragile and unsecure scanners to the robust and secure **MC2200/2700 mobile computers**. Offering application flexibility through a touchscreen and keypad, these rugged devices ensure reliable operation.

Nhat Tin Logistics uses **ZD230 printers** for barcode labeling to efficiently track shipments. These printers offer increased memory capacity for storing various fonts and graphics, and wireless connectivity for networked, remote printing.

The Zebra **DS2278 cordless handheld barcode scanner** and **DS9308 hands-free barcode scanners** were deployed across all Nhat Tin Logistics branches, providing employees with a reliable and cost-effective barcode scanning solution. The deployment allowed customers to streamline their scanning processes, making workflows more efficient. Even barcodes with poor print quality or damage can be easily scanned, reducing manual input and avoiding downtime due to phone recharge or data transfer.

These scanners feature three key qualities: PRZM intelligent imaging, devices that will last a full shift and point-and-shoot scanning simplicity. These attributes ensure quick and accurate barcode decoding, maximizing productivity. The omnidirectional scanning feature eliminates the need to align the imager and barcode manually, improving the scanning workflow. Employees no longer need to use their personal devices, and the industry-first Scan to Connect technology makes it easy to pair the DS2278 wirelessly with any Bluetooth-enabled device.

Result: Improved Workflow and Increased Productivity

By adopting Zebra's scanning solutions, Nhat Tin Logistics has achieved significant improvements in its operational performance and cost savings. Specifically, the company has seen a 15% improvement in its operational performance, allowing the company to respond to market demands more efficiently. Furthermore, Nhat Tin Logistics has achieved a 5% reduction in costs, a testament to its success in optimizing resources. These improvements have strengthened Nhat Tin Logistic's competitive position in the market and have positioned the company to better meet future customer expectations and market demands.

Both employees and customers have felt the benefits. The faster and more precise scanning of barcodes ensured high accuracy and significant time savings. Additionally, these devices have enabled more proactive inventory management at stores and businesses. The scanners' compact design made them easy to handle and durable for daily use.



"Nhat Tin Logistics is constantly looking at innovative ways to enhance our operations to better improve service quality for our customers, driven by the econo-

my. We are proud to have empowered our employees with new skills and knowledge, and we believe that our investment in cutting-edge technology will continue to help us drive growth and push the boundaries of what's possible in the logistics industry."

Looking to the future, we are committed to building on this success and leveraging innovative solutions in pursuit of even greater gains in operational performance, cost savings, and customer satisfaction."

**Nguyen Van Tu, General Director,
Nhat Tin Logistics**



A Solid Foundation for Future Partnership

Total Solutions Logistics Co., Ltd. (TSL) played an important role in the successful implementation of the Zebra devices. It provided end-to-end support, covering everything from product and solution consulting to implementation, product supply, user manuals and after-sales service.

In close collaboration with Zebra, TSL created a tailored solution that addressed the specific needs of Nhat Tin Logistics. By taking into account the business challenges faced by Nhat Tin Logistics, TSL and Zebra jointly developed an approach that would realize its target objectives of cost optimization, efficiency enhancement and resource utilization. As a result, Nhat Tin Logistics has improved its operations and can now provide better service to its customers. This has further solidified its position as a leading logistics provider in Vietnam, with a reputation of providing quality service, reliable deliveries and excellent fulfillment capabilities.

Strategic Leap into the Future

Nhat Tin Logistics is advancing its inventory tracking capabilities by exploring RFID solutions with Zebra. This strategic move is primarily aimed at optimizing the tracking process, ensuring smooth and efficient operations. The company anticipates a subsequent rollout in 2025, marking a later phase where the comprehensive implementation of these solutions comes to fruition.

This forward-thinking approach aligns with Nhat Tin Logistics' overarching goal of not only improving current operational efficiency but also positioning itself as a leader in Vietnam's logistics sector. With aspirations to become a leading enterprise, Nhat Tin Logistics envisions a future where its operating system is not just modern but also highly streamlined and optimized. To achieve this, the company plans to implement cutting-edge solutions from Zebra, ensuring that every facet of its logistics operations is equipped with state-of-the-art-technology. This will further solidify its reputation for excellence in the Vietnamese logistics space.

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