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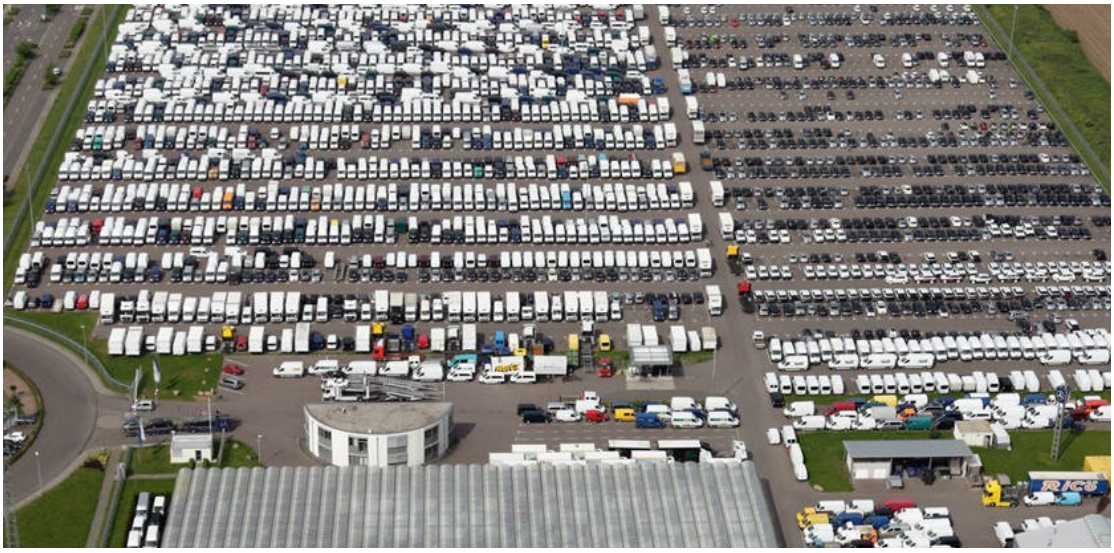

Daimler Subsidiary Deploys Zebra Touch Computers For Vehicle Reconditioning

ABOUT CARS TECHNIK & LOGISTIK GMBH

CARS Technik & Logistik GmbH is a subsidiary of the German multinational automotive corporation Daimler AG. Based in Wiedemar near Leipzig, it has circa 230 employees. CARS offers a wide portfolio of technical and logistics services for the refurbishing and remarketing of used fleet and wholesale cars, vans, trucks and tractors, before they are sold on the retail market. Its key activities range from the registration of a new vehicle with tax authorities to remarketing, including assessment and evaluation, repairs and maintenance, storage and administration of vehicles, vehicle modification and up-fitting, bodywork, vehicle transfer and dispatch and vehicle transportation.

Challenge

Staff had previously been using a Workabout Pro on a Windows CE platform. Following an internal audit of requirements, CARS decided to upgrade both the software and the hardware, which had become outdated; it was looking ideally for a modern, touch screen optimised App running on a future proof, flexible Android device. It turned once again to Berlin based long term Zebra partner Condat AG. Condat is a specialist in software development, project management and mobility solutions, advising companies on mobile hardware selection. Its customers include leading German companies such as Deutsche Bahn, Daimler and Unitymedia. Having assessed requirements and the processes to be mapped, Condat suggested a comprehensive modernisation and porting the existing solution to an Android platform. Condat recommended Zebra Technologies' TC55 Touch Mobile Computer for the hardware. A successful test phase followed, to evaluate and optimise the usability of the TC55s and the new application.

SUMMARY

CARS Technik & Logistik GmbH

Customer
CARS Technik & Logistik GmbH, Germany

condat®
Partner
Condat AG

Industry
Automotive

Challenge
CARS Technik & Logistik GmbH wanted to improve work flows and data availability for vehicles being processed through its site

Solution
- Zebra TC55 Touch Mobile Computers
- Zebra SOTI Mobicontrol
- Zebra OneCare Service Package
- VIT Logistics software
- Zebra P4T Mobile Printer

Results
- Workers love the compact, robust, reliable computer, the sensitive touchscreen and the improved user interface, leading to a significant increase in worker productivity
- Decrease in incorrect data entries
- Optimised process management saving time and cost
- Seamless integration between software and back office systems ensures real time data is always available – enhanced visibility across the business
- Improved controlling and reporting functions
- Ease of installing data and updating devices remotely
- Excellent ROI

Solution

The application is called VIT Logistics. It comprises a browser application developed by Condat for the management of master data and orders and a web application, which can be used in online or offline modes, for the TC55s, which are connected via CARS' WiFi to the company's network. The appropriate interfaces were set up, to enable data exchange with CARS' backend ERP and CRM systems.

The app on the TC55 is used to trace and manage the reconditioning process, which starts with a mobile worker assessing the condition of the vehicle and devising a bespoke reconditioning programme. He then uses a Zebra P4T to print out a vehicle specific barcode label, which is attached to the windscreen. Each time work is carried out on this vehicle, staff scan the barcode with the TC55 and all data relating to the historical reconditioning and actions still to be performed is brought up on screen. New data is collected via the TC55, with processes including the removal of stickers, checking accessories have not been replaced, vehicle repairs, cleaning and re-spraying. Once completed, the vehicle is controlled and prepared for dispatch to be resold.

The plant itself includes countless workshops and over 7, 500 parking spaces over three car parks, so historically locating a vehicle could prove challenging. However, with the new solution the changing vehicles locations are recorded in the app, which makes it much easier to locate vehicles. And the TC55s in use around the site are remotely managed and updated using Zebra's SOTI Mobicontrol, so any software updates are easily deployed and the devices remain secure. The TC55s are protected by a Zebra OneCare service contract, which covers the devices for any accidental damage.

Results

CARS employees love the TC55s and the improved user interface of VIT Logistics. The solution has reduced inputting errors and increased productivity, as staff can quickly locate vehicles and access accurate data relating to each specific vehicle. Significant time and costs have been saved. This information is also available in real time in the back office systems; transparency has improved. With the increased reporting functionality, CARS can ensure it is achieving its KPIs for the reconditioning process.

CARS is delighted with the TC55s, finding them robust, yet compact and user-friendly and flexible. With the added security of the service contract, CARS has invested in a long term solution.

"At CARS we pride ourselves on our innovation and professionalism. Our efficient processes and logistics chain ensures our customers can rely on a fast, cost-efficient turnaround. We process over 30,000 vehicles a year – and each vehicle undergoes a series of client-specific, individually tailored repair and remarketing steps: so keeping track is critical. Zebra's TC55 and the VIT Logistics software developed by Condat AG allow us to efficiently manage and control operations; we now have accurate visibility of where each vehicle is in the process."

Marc Stößer, CEO, CARS Technik & Logistik GmbH

FOR MORE INFORMATION, PLEASE VISIT WWW.ZEBRA.COM

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