



Leading Home Delivery Company Delighted With Groundbreaking Automated Delivery Solution

ABOUT RHENUS HOME DELIVERY

Headquartered in Germany, Rhenus Home Delivery Ltd is part of the Rhenus Group, one of Europe's leading logistics service companies with an annual turnover of 4.6 billion EUR. Rhenus employs over 26,000 people at more than 500 locations worldwide. The Rhenus business areas – Warehouse Logistics, Freight Logistics, Transshipment Logistics and Public Transport – manage complex supply chains and provide a wealth of innovative value-added services.

Rhenus Home Delivery is a specialist in two-man end customer delivery of furniture, white and brown goods - such as refrigerators, washing machines, televisions and large sports equipment – for many well-known high street brands. Drivers also assemble and install furniture, set up electronic equipment, dispose of packaging and old equipment, and collect payment, if customers require these services.

Challenge

Rhenus Home Delivery wanted to convert its time consuming paper based processes, which allowed for very little transparency, onto a modern IT platform. Having taken customer requirements and integration into the Rhenus IT infrastructure into consideration, it also needed an application and devices which the drivers would readily accept and use. Looking forward, Rhenus wanted to be able to use the solution to collect important information such as delivery status notifications, route optimisation, mobile payments and damage documentation; it also wanted the option to be able to quickly and easily add further functionality, as and when needed, in the future.

SUMMARY



Customer

Rhenus Home Delivery Ltd,
Germany



Partners

- Aventeon BV (Software), the Netherlands
- LAVEGO AG, Germany
- GLOBOS Logistik- und Informationssysteme GmbH, Germany

Industry

Transport & Logistics

Challenge

Rhenus Home Delivery wanted to fully automate its delivery processes to increase efficiency, save costs and deliver a better service to its customers

Solution

- Zebra TC75 Touch Computers
- Zebra Operational Visibility Services (OVS)
- Aventeon's Logistics.ONE software
- LAVEGO Software and hardware (CCV Fly payment terminal) for processing payments

Results

- Complete solution including option of collecting payment from end customer
- Very easy-to-use, robust technology
- Improved processes, increased accuracy and time savings for drivers
- Cost savings associated with enhanced route planning and reduced administration
- Ease of remote management of devices
- The OVS reporting function allows for better informed business decisions

SUCCESS STORY

RHENUS HOME DELIVERY



Solution

Rhenus Home Delivery decided to automate its delivery processes. Having run various trials on both consumer and enterprise devices, it chose Zebra's TC75. This was because of the functionality it offered, its handling, and the fact it was so robust and the screen was easy to read, even in bright sunlight. GLOBOS Logistik- und Informationssysteme GmbH, a long term partner of both Zebra and Rhenus, managed the roll-out across Germany. GLOBOS also manages the OVS, which allows Rhenus a full overview of the TC75s, whether they are being fully utilised, or a battery needs recharging, an application updating or a device returning. The OVS reporting function also provides Rhenus with visibility over the mobility solution, so Rhenus can easily action business decisions about its delivery processes based on reliable, accurate information direct from the field.

Rhenus implemented Aventeon's Logistics.ONE software on the TC75s. It chose Logistics.ONE for its flexibility, wide functionality and user-friendliness. Logistics.ONE offers standard applications such as order management, barcode scanning, management of packaging materials, dynamic dynamic checklists / protocols, pictures, digital signatures, proof of delivery, hours and

activity registration, GPS navigation and track and trace (via the TC75's integrated GPS), phone calls, instructions and alerts. Rhenus has opted for the TourMonitor component too, which gives all parties – including customers – an overview of the most recent information available on each delivery.

LAVEGO's Payment Solution SApp is also installed on the TC75 and works in conjunction with Logistics.ONE's integrated payment solution, allowing drivers to take payment by cash or card. For payment by card, a CCV Fly PIN pad is linked to the TC75 using Wi-Fi and, after a payment is completed, the driver can continue with the next step in his workflow. Only one network is used, and payment is registered on Logistics.ONE, so mistakes are practically impossible.

Results

During this project Rhenus Home Delivery has moved from a completely paper-based system to a fully automated, unique and innovative delivery solution. And yet, despite the scale and complexity of the project, it has been successfully delivered within the required time frames and budget. Drivers have embraced the new technology, which is now helping them work more efficiently and accurately day to day.

With these unified procedures and quality standards, Rhenus Home Delivery is able to offer an enhanced, flexible level of service to its customers. Drivers are able to make more deliveries daily and costs are being saved due to the improved processes, reduced administration and more efficient route planning. The project has been such a success that Rhenus is now looking to deploy further Zebra hardware across its business.

“We now have a fully automated system which tracks goods from the moment they are loaded onto our trucks into the customer's home. Our drivers quickly embraced the new technology, which is robust and easy to use. We have a real-time overview of the devices and orders, driver productivity has improved and we can offer value-added services to our customers, such as collecting payment on installation. We are delighted with the results and are looking to deploy further Zebra hardware across the business.”

**Project Manager,
Rhenus Home
Delivery**

FOR MORE INFORMATION, PLEASE VISIT: WWW.ZEBRA.COM



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