



Winc Achieves Seamless Android™ Migration with Zebra Devices

DELIVERING IMPROVED STANDARDS ALL OVER AUSTRALIA

Winc is one of the largest business solutions providers in Australia. Offering fast and free delivery all over the country, Winc employs a fleet of delivery drivers who handle around 200,000 deliveries a month, encompassing 1,000,000 items.

Challenge

To enable this scale of delivery, Winc is reliant on having high-quality tracking devices and real-time online access. Customers are provided with 'track and trace' functionality, which is powered by handheld scanners carried by the drivers.

These scanners track a delivery at key points, but connectivity and stability issues on the ageing scanner systems meant that the devices sometimes didn't work as expected,

requiring drivers to manually handle their delivery notes. This process periodically prevented the track and trace capability from being available to customers.

To ensure a reliable service for their customers, Winc decided that a change was necessary.

David Neaves, National Transport Manager, Winc Australia said, "We needed a solution that could help us increase our productivity and deliver an optimised experience for customers".

SUMMARY

Customer

Winc
Australia

Industry

Transport & Logistics

Challenge

Update and replace Winc's ageing scanner system, providing a smaller, more efficient solution in its place, enabling ease-of-use for new and long-term staff alike.

Solution

- TC55 Touch Mobile Computer
- Customised Android Operating System

Results

- Positive staff feedback on device usage experience
- Improved customer satisfaction
- Saving time on driver processes
- More efficient driver navigation via Google Maps
- Wi-Fi connectivity reducing overall data costs
- Enabling BYOD among drivers

Boost Efficiency and Customer Service with the TC55

The TC55 Touch Mobile Computer has provided Winc with the ability to easily engage their fleet of drivers, thanks to the adaptability of its Android operating system.

The TC55 is built to withstand the wear and tear of industrial environments, so it's less likely to fail in the field. Fewer failures means less downtime, and most importantly, higher productivity and profitability.



Solution

“We were looking for a solution that offered better stability and better hardware – all with the ultimate aim of improving scanning compliance,” said Neaves.

While a number of potential providers were considered, Zebra rapidly emerged as the front runner. Zebra has worked with Winc for the better part of two decades, and the convenience and pricing of the Zebra TC55 Touch Mobile Computer quickly established the device as the natural fit. The introduction of the Zebra TC55 – which is similar in size to a smartphone – meant that staff could work one-handed, enabling easier deliveries and streamlined procedures.

Winc opted to roll out 220 of Zebra Technologies' TC55 Touch Mobile Computers across 7 major distribution locations in Australia (Townsville, Brisbane, Sydney, Melbourne, Hobart, Adelaide and Perth) and another 7 smaller locations (Darwin, Rockhampton, Gladstone, Maryborough, Newcastle, Canberra and Launceston).

Built for all-day everyday enterprise use, the Zebra TC55 is loaded with features that give it long-lasting durability, ensuring reliable operation despite drops and spills, making

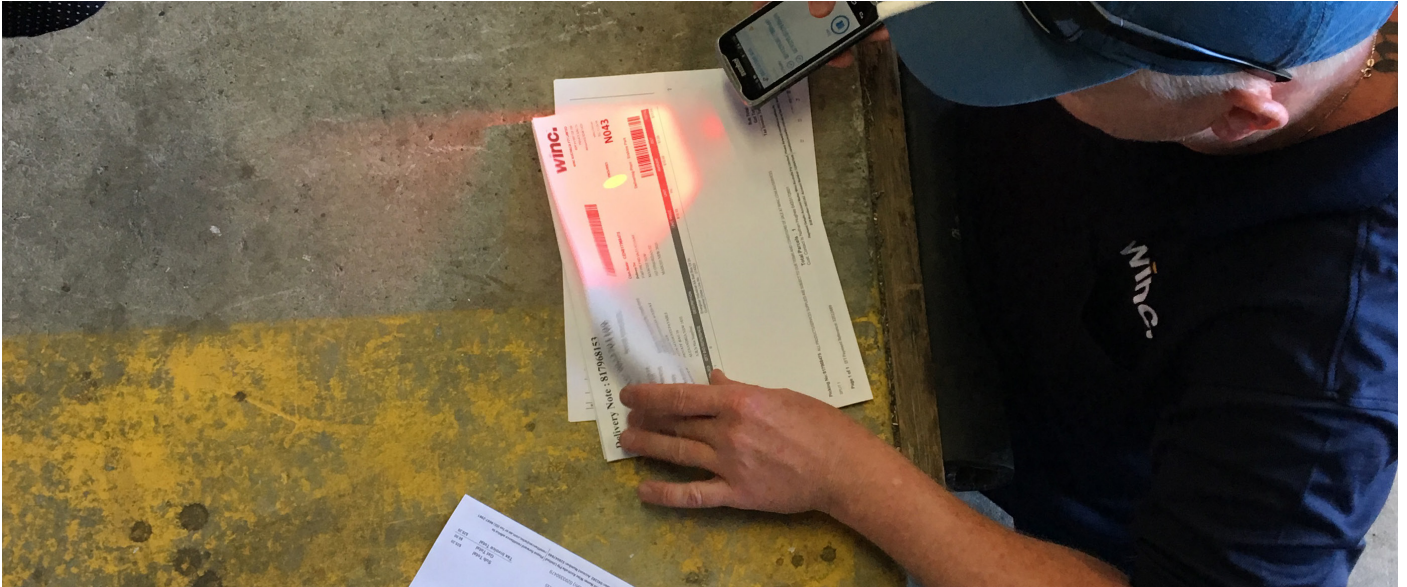
it easy to achieve an average three-year lifespan.

“On average, this has saved each driver around 15 minutes per day, which is approximately 1,200 hours every year across more than 200 drivers. The value of these time savings adds up quickly.”

Results

The migration between operating systems (OS) was handled by Zebra's partner, BluJay Solutions (formerly Blackbay), who provided Winc with their app MobileSTAR, with track and trace capability. This has meant that staff and vendors are now able to utilise bring your own device (BYOD) capabilities, due to the open nature of Android. Android has also proven itself to be highly stable for day-to-day use.

Neaves said, “Once the app was configured, it was a very simple matter of deploying the app to the devices. Changes are seamlessly updated to the devices so the drivers always



have the most up-to-date software, regardless of what device they use.

Using the new Android devices, Winc has increased scanning compliance from approximately 50 per cent to 98 per cent, which demonstrates that the new devices are working as intended with superior stability and connectivity.

The intuitive and easy-to-use functionality of the Mobile STAR application also meant that drivers didn't require comprehensive training to use the new system.

"The drivers love the new system," says Neaves. "It just works. If we want to get an agent doing deliveries in a whole new area, we can have them set up and ready to start working very quickly. That opens up a whole range of business opportunities for Winc."

DRIVING FORWARD INTO THE FUTURE

By the end of 2017, Winc plans to expand on a number of uses for the TC55, beyond deliveries. "The TC55 has been a fantastic addition to our driver fleet," added Neaves. "We're really looking forward to seeing what it can do in other areas of our business, too."

For more information, visit www.zebra.com



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