ZEBRA

SUMMARY

Customer

Audax Logistiek

Audax Logistiek

Partner

aventeon
mobile empowerment

Aventeon

Industry

Transport & Logistics

Challenge

Audax Logistiek needed a proven Android solution that could be deployed in short time frames for parcel tracking and real-time, accurate delivery visibility

Solution

- Zebra TC25 and TC55 Touch Computers
- Range of Zebra accessories, including charging stations, in-car chargers, hand straps and soft holsters
- Zebra OneCare Service Contract for Zebra TC55s
- Zebra StageNow Android Device Staging, including Zebra Mobility Extensions (MX)
- Zebra DataWedge
- Aventeon Logistics.ONE software
- In-house customer portal

Results

- Audax and its customers now have full, real-time visibility over deliveries with track & trace and customer portal
- Proven, reliable and robust concept for effective management of complicated, multi-goods, multi-drop deliveries
- Fast implementation and deployment
- Easy-to-use solution with excellent user adoption and feedback
- Environmental footprint reduction with elimination of paperwork and improved route planning
- Improved service has led to excellent customer retention and new business opportunities
- Route monitoring enables improved fuel cost control
- Option for dynamic reallocation of shipments

Dutch Logistics Company Urgently Needed Real-Time Delivery Overview

About Audax Logistiek

Audax Logistiek has historically distributed books and magazines; however, with the decrease in print sales in recent years, it now uses its established, specialised network to also deliver third-party items such as greetings cards and plasticware to newspaper kiosks, local stationers, schools, supermarkets, corner shops, petrol stations, tobacconists and private addresses throughout the Netherlands and in Belgium. Audax also manages returns of out-of-date magazines. Audax has fixed delivery windows to between 6,000 and 8,000 points of sale, from city centres to remote rural locations, making between 300 and 500 tours daily from its 25 third-party depots.

Challenge

Audax Logistiek used to manage its deliveries with paper-based processes; recipients would sign the driver's list and drivers would have to spend time finding paperwork in cases of retrospective complaints, conflicts, queries or missing items. The whole process was time-consuming, subject to error and allowed no real-time overview. Audax replaced these processes with a prize-funded, tailor-made solution based on Windows mobile; however, this system had also faced various challenges and hadn't been working effectively. Audax was under pressure, both internally and externally, to quickly provide an improved delivery management solution, which would enable efficient item level track and tracing in real time. It looked at solutions from three potential suppliers. Long-term Zebra partner Aventeon was awarded the project and, following a successful pilot, all drivers are now equipped with Zebra devices running Aventeon Logistics.ONE software.

Solution

Audax stages the TC55s and the TC25s using Zebra's StageNow Android Device Staging with MX; it attributes users, configures general settings such as time and language, checks processing speeds and USB settings, uploads the Logistics.ONE software and inserts a data SIM card. Audax also installs DataWedge to enable the barcode scanning data, collected by drivers, to be integrated into its TMS from BluJay Solutions, without the need to write any code.

In 2006 Aventeon launched its Logistics.ONE standard software to support mobile delivery processes and has been developing the application ever since, releasing an Android version in 2014. It relies on existing customer input and prioritises flexibility, user-friendliness and easy interface with a wide range of TMS. Drivers use the Logistics.ONE and Zebra solution (including a range of accessories such as charging stations, in-car chargers, hand straps and soft holsters) to scan packages onto their vans and trucks, to download delivery schedules and addresses, to access tour plans and routes, to take signatures on delivery, for PODs, to manage returns and to take photos of delivery issues, such as shops or streets that are closed or damaged goods. Logistics.ONE is linked to Audax's TMS and in-house customer portal, which enables customers to track deliveries in real time and have immediate access to ETDs and historical data, such as product lists, photos and PODs.

Audax, meanwhile, now has a clear overview of its daily deliveries; it uses the Aventeon Tour Monitor module to have visibility over drivers' schedules and routes

> "As a business we needed a delivery management system that could offer real-time, accurate visibility along the logistics chain. Our current clients needed it and potential customers expect it. It's a must-have for our industry. The Aventeon software running on the Zebra devices is a tried and tested concept. Aventeon recommend Zebra devices and we have seen how other customers in the sector are using the solution successfully; we tested it and it worked optimally. We had devices from another manufacturer previously, but the Zebra enterprise devices are more reliable, robust and offer higher performance."

Audax Logistiek

and the Aventeon Cloud Transfer Module so drivers can swap shipments whilst on the road, if one driver has fallen behind schedule or has a breakdown, for example. This feature is particularly unique as it allows Audax to make changes to its tours that have already been planned by its TMS, without actually using the TMS. Visit reports are produced every time a driver completes a drop and uploaded in real time. The TC55 devices are protected by a Zebra OneCare contract, in case of accidental damage.

Results

Audax decided to deploy Zebra touch computers, firstly, on Aventeon's recommendation and, secondly, as they are proven technology within the logistics sector. When the solution was first deployed, drivers retained a hard copy of delivery documentation but, now they fully trust the application, the Audax delivery management solution is completely paperless. This is driving productivity gains and cost savings for Audax; previously three people had been employed printing, managing and filing documents but Audax has now been able to reallocate this workforce to more proactive roles within the company. Transport costs and environmental footprint are also controlled and reduced by more effective tour monitoring and route planning.

Being able to provide both your business and your customers with a real-time, accurate overview of deliveries is essential to succeeding in the current market; Audax can now share delivery information with all stakeholders within its supply chain, either via its TMS or customer portal, and is able to respond very quickly in case of problems or changes. And it's not only the business and customers who are benefiting; drivers are too. Audax summarises: "The reliable and future-proof solution has had excellent user adoption rates and feedback, with drivers particularly citing the robustness, ease of use and high performance of the devices and the intuitiveness of the software; this also enables quick adoption with minimal training for new users. Add to this the ease and speed of deployment, and the Aventeon Logistics.ONE software and the Zebra devices seem made for each other. An optimal solution for a complex delivery network."

For more information, please visit: www.zebra.com