ZEBRA

SUMMARY

Customer

trans-o-flex

Partner

kratzer
AUTOMATION

Kratzer Automation

Industry

Transport & Logistics

Challenge

trans-o-flex wanted to move the systems it uses for its drivers and hub teams to a future-proof Android platform for increased operational effectiveness

Solution

- Zebra TC56 Touch Computers for drivers and hub teams
- Zebra RS507 Cordless Ring Imager for hub teams
- "Trans-o-flex easy" in-house order management application
- Zebra's VisibilityIQ™ Foresight
- Zebra StageNow Android Device Staging
- SOTI® MobiControl (cloud-based version)
- Zebra OneCare Essential Service Contract

Results

- The flexible, future-proof Android platform and Zebra portfolio allows trans-o-flex to easily and quickly stage and integrate a wide range of mobile applications
- Drivers and hub workers are working faster, more productively and more efficiently
- Excellent end-user feedback and adoption, with minimal or no training required
- Features such as remote device management, tracking and troubleshooting coupled with the OneCare service contract ensure maximum device uptime and performance
- Local Zebra teams provide excellent levels of Android-specific technical know-how and support
- Zebra's Mobility DNA ensures seamless staging, integration and management of applications

Specialist German T&L Company Migrates To A Flexible, Future-Proof Zebra Technologies Total Android Solution

trans-o-flex is a German express transport and logistics company with hubs across Germany; although it works in a variety of sectors, its core competency lies in providing logistics solutions for pharmaceutical and medical products. trans-o-flex distributes pharmaceutical products in the temperature ranges 2–8˚C, as well as 15–25˚C. It has optimal standards of safety, cleanliness, reliability and transparency, which it also applies to other products it delivers, such as high-end, sensitive electronics goods to media companies. Internationally, trans-o-flex offers logistics services via partners EUROTEMP (temperature-controlled logistics) and EURODIS (active in 36 European countries).

Challenge

trans-o-flex is a long-term Zebra Technologies customer; most recently its drivers and hub staff had been using the Zebra MC67 Mobile Computers on a Windows platform for logistical and delivery operations. However, trans-o-flex wanted to migrate to an Android platform, for a future-proof system, which could offer added flexibility and functionality, as well as a very user friendly, intuitive user interface. As Stefan Fuss of trans-o-flex explains: "We operate in a competitive, niche market, delivering sensitive, high value goods in short lead times, predominantly to chemists and pharmaceutical wholesalers but also to an increasing number of private customers. The right IT systems and processes can be the key differentiator in this market. We have to be flexible. Simply put, we have to get it right on both a customer and an internal level." Working together with Kratzer Automation, a Zebra Premier Solution Partner and category reseller, trans-o-flex reviewed devices from various suppliers but found Zebra Technologies offered the best overall Android solution and was very happy to continue its working relationship with Zebra.

Solution

trans-o-flex has equipped both its drivers and its warehouse staff with Zebra TC56 Touch Computers running its own in-house Android order application, "trans-o-flex easy". It staged the devices itself using Zebra's StageNow Android device staging tool. Between 4000 and 5000 devices have now been deployed. Drivers use the TC56s to check loading, navigation and route planning (via Google Maps), delivery schedules (via PTV application) and delivery management, including POD and signatures. Drivers can also take images of damaged packages and delivery issues (such as a store closure) affecting deliveries. All information captured on the TC56 is updated to trans-o-flex's own in-house back office systems in real time. Hub teams are also using Zebra's RS507 Cordless Ring Imager to track parcels at loading and unloading.

trans-o-flex uses the cloud-based version of SOTI® MobiControl to remotely push out software updates, for remote management, remote location tracking, in case a device goes missing, and remote

troubleshooting; the devices are further protected by a Zebra OneCare contract in case any issues cannot be internally resolved. trans-o-flex has also just started using Zebra's VisibilityIQ™ Foresight and is currently using functions such as device battery status checks, with plans to use a wider range of features in the near future.

Results

Businesses are migrating to Android daily, and for good reason. Zebra Technologies is a leader in enterprise Android technology and has the know-how and experience to help companies, like trans-o-flex, make a seamless transition to the platform. Indeed, trans-o-flex's Android deployment has been successful on all levels, from its flexibility, through the simplicity of staging and remote device management, to its ease of use; and trans-o-flex is benefiting from the optimal solution uptime and adoption rates, as well as Zebra's ongoing support. The two companies will continue to collaborate on innovative solutions in the future.

"Zebra Technologies is way ahead of its competitors when it comes to Android implementation. Indeed, the extensive Zebra portfolio of Android-specific tools enables easy staging, remote management and troubleshooting of our TC56s, ensuring our business benefits from maximum device uptime and performance. The TC56s are robust, stable and offer high-performance scanning as well as a WAN interface. Moreover, they are easy to use and intuitive, with excellent user uptake and feedback, with minimal or no training, which is imperative in an industry with a shorter staff tenure. And, finally, the local Zebra team provide excellent Android support and technical know-how. For your enterprise Android needs, you really need look no further than Zebra."

Stefan Fuss,
IT System Architecture Department Manager, trans-o-flex

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

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