ZEBRA

SUMMARY

Customer

InPost

InPost

Partner

ON OPENNET.PL
SOFTWARE & SOLUTIONS

OpenNet.pl

Industry

T&L: Courier

Challenge

InPost wanted to drive business growth and improve its delivery service; it decided to migrate its couriers from consumer grade devices to Android enterprise grade devices for a future-proof solution, increased productivity and customer satisfaction, and long-term cost and time savings

Solution

• Zebra TC56 Touch Computers
• Zebra OneCare Service Contract
• Zebra LifeGuard™ for Android
• Zebra Mobility DNA
• OpenNet.pl MobiCourier Software

Results

• InPost has increased daily deliveries by 10% with the same number of couriers
• Both the business and customers benefit from real-time parcel tracking and route planning, which updates regularly according to traffic conditions
• This faster, more accurate delivery service is resulting in more efficient customer service, increased repeat and new business and, consequently, higher turnover
• Paperwork and associated human error have been eliminated
• The reliable, robust hardware, but with a user-friendly size and interface, is perfectly adapted to the T&L sector
• The Zebra service contract ensures any accidentally damaged units are repaired or replaced, resulting in operational continuity and lower TCO
• Zebra's LifeGuard guarantees long-term security support
• Zebra's Mobility DNA ensures seamless staging, integration and management of applications

InPost Couriers Have Increased Daily Deliveries By 10%

InPost is a leading international operator of self-service parcel lockers. The network of conveniently located, easy-to-use lockers enables customers to send, collect and return parcels where and when it suits them. InPost currently has 7,000 employees and 6000 lockers available to all e-commerce companies in Poland alone. InPost has been awarded various World Mail Awards from Growth, Customer Service, Innovation and E-commerce in recent years, having designed its own 24/7 Locker Click & Collect technology – InPost24. Founded by the Integer Group, InPost is now co-owned by Advent International and Rafał Brzoska.

Challenge

InPost couriers had been using consumer tablets on a Windows OS. However, having experienced the short lifecycle of the consumer grade devices, which offered no service contract options and very limited support, it realised that investing in a future-proof Android-based solution comprising specialist courier software and enterprise class devices would deliver multiple benefits, such as competitive advantage, field operations business continuity, increased courier productivity, predictable running costs, long-term time and cost savings, and increased customer satisfaction.

InPost looked again to its long-term partner OpenNet.pl, whose Trucker Plus courier ERP system it had been using since 2015. Headquartered in Poland and with over 16 years of experience, OpenNet.pl provides bespoke or off-the-shelf software solutions for post, courier, logistics and trade or e-commerce companies throughout Poland and Europe. It is a Zebra ISV partner and has a team of 25 engineers, programmers and project managers, in excess of 100 clients, and 15,000 regular users, and its solutions support over 2,000 e-commerce integrations and 1 million shipments daily. OpenNet.pl had also already been supplying Zebra printers and scanners to InPost and, as InPost appreciated the reliability and robustness of the other Zebra devices, it was happy to follow OpenNet.pl's suggestion of running its last mile courier software, MobiCourier, on Zebra's TC56 Touch Computers. During the POC and testing phases, InPost's couriers successfully trialled the TC56 in the field.

Solution

InPost deployed the solution, working in close collaboration with both the Zebra Technologies local engineering team and OpenNet.pl. The OpenNet.pl applications were designed using Android Studio on Java; Zebra's Mobility DNA enabled fast and easy integration and management of the software on the TC56s. The system is designed to support last mile delivery excellence and operations, and enables real-time data exchange with the Trucker Plus ERP system from the field. The solution consolidates all daily courier-related services onto one ergonomic, reliable mobile device: InPost can relay route guidance, customer information and other crucial data to its couriers, and real-time information relating to collections, deliveries, PODs, signatures, address label printing and routing is relayed back to InPost
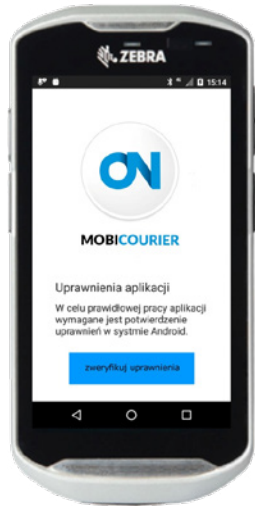
and the customer, via the customer portal. Couriers can also take card payments directly on the TC56 computers.

The Zebra TC56s, chosen for their durability, performance and usability, are protected by a three-year Zebra OneCare Comprehensive cover contract, which ensures any accidentally damaged units are repaired or replaced. And Zebra's software security solution, LifeGuard™ for Android, means InPost receives extended security support and predictable periodic security updates, so extending the lifecycle of its devices.

Results

InPost is an innovative company; this deployment, and specifically moving from a consumer device to an Android enterprise device running bespoke last mile delivery software, is helping InPost to deliver increased convenience and flexibility in today's on-demand economy and increase its performance edge. Consolidated workflows have significantly improved, which means couriers can work more effectively, delivering on average 10% more packages every day; this in turn improves customer satisfaction and repeat business.

The business is also benefiting from reduced administration and paperwork, including its associated footprint and risk of human error, as well as increased revenue, due to faster, more accurate service and real-time information, reducing the invoicing cycle. Zebra's OneCare comprehensive service contract and incomparable local support enhance business continuity and the unique enterprise tools of Zebra LifeGuard and Mobility DNA toolset ensure InPost has an optimal, long-term solution with predictable running costs and a lower TCO, compared to its previous deployment.

"Our parcel lockers have revolutionised e-commerce delivery. However, we like to keep innovating and it was time to equip our customer-facing field couriers with the latest technology. Our new solution is based on an Android platform, with the MobiCourier application running on Zebra TC56 Touch Computers. The devices are supported by a Zebra OneCare contract, including Zebra LifeGuard, and local support here in Poland. It's an ideal solution for us and we already have 4,900 Zebra TC56s in the field. The touch computers meet our needs for durability, uptime and security; they're small, ergonomic, rugged and easy to use and offer high-performance scanning and extended battery life, with twice the power needed to last one of our full shifts. The solution as a whole enables seamless parcel collection and increased delivery efficiency. The proof is in the figures: our couriers are now able to make, on average, 10% more deliveries every day."

Rafał Brzoska, CEO, InPost

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