



Finland's Leading Private Logistics Company Optimises Delivery Management With Zebra Touch Computers

ABOUT SUOMEN KAUKOKIITO OY

Suomen Kaukokiito Oy is Finland's leading private logistics company. It has 29 depots and 2,000 employees across the country, runs a fleet of 1,000 vehicles and manages 3.5 million shipments annually. With over 60 years' experience in the business and an aim for continuous learning and improvement, Kaukokiito delivers a reliable, professional and customer-oriented service, local knowledge, modern technology and a range of diverse services to meet its clients' needs. Kaukokiito transports parcels, general cargo and freight, as well as offering logistics and warehousing services across the country. However, it also works with several partners on import and export. Kaukokiito's electronic services allow its customers (both B2B, which comprise the majority, and B2C) to place orders and track their shipments online, in real time, 24/7.

Challenge

Kaukokiito previously had a fleet of Zebra MC65 and MC67 Mobile Computers running software from external suppliers on a Windows platform. However,

it wanted to improve the user experience. It set out to design its own bespoke, in-house software and select a newer, higher performance device on an Android OS. It was looking for a single, multifunctional delivery and warehouse management device, which could offer fast processing speeds, 4G connectivity and a high resolution camera.

Users were involved in testing the TC75s; and, following initial planning sessions with depot managers and a successful pilot, IT staff spent a day in the field with drivers to get first-hand feedback. The TC75 came out top in the trials, meeting all of Kaukokiito's needs, as well as offering a big screen, reliability and a robust design, perfectly suited to the logistics environment.

Solution

All Kaukokiito drivers now use Zebra's TC75 running in-house software developed on a Xamarin platform to handle the whole delivery process. The shipment orders Kaukokiito receives from its customers are processed in its Microsoft Dynamics NAV ERP system,

SUMMARY


Customer
Suomen Kaukokiito Oy

Industry
Transport and Logistics

Challenge
Kaukokiito wanted to equip its drivers with the latest, high-performance Android device running its own in-house software for effective delivery management and an improved user experience

Solution

- Zebra TC75 Touch Computers
- Zebra OneCare
- SOTI® MobiControl
- Zebra 105SLPlus, ZT410 and ZM400 Industrial Printers

Results

- High-performance, reliable, robust touch computers with fast processing and scanning speeds
- The total solution has delivered productivity and efficiency gains and an excellent ROI
- Improved user experience; drivers' feedback is exceptional
- Single device for all driver and warehousing tasks results in ease of use and management
- Improved shipment accuracy due to constant tracking and tracing of the parcels, and automatic prompts if a parcel is not following its intended route
- Smooth deployment
- Kaukokiito is now one step further towards its aim of completely paperless deliveries
- Excellent service provided by Zebra OneCare
- Ease of remote management and software updates via SOTI MobiControl



which assigns shipments to a certain vehicle and delivery route. Drivers receive pickup orders on their TC75s and use them to collect shipments. Each parcel is scanned with a TC75 whenever it is loaded onto or off a vehicle.

Customers use their fingers to sign for shipments on-screen. Drivers can also take photographs of shipments if they notice any issues with the packaging, or if the goods are damaged during transportation, for example. All information collected on the TC75 is transmitted to Kaukokiito's ERP system in real time and end customers can access the client portal, to track and view the status of their parcels.

Warehouse staff also use the TC75s, running a web-based warehouse management solution from an external Swedish software company to follow parcel movements through the warehouse: staff scan the parcel barcodes at goods receipt, for stock placement, through to dispatch, which then removes this shipment from the warehouse system. This WMS software integrates with Kaukokiito's ERP, which allows seamless handling of shipments from the warehouse too. Staff use a range of Zebra 105SLPlus, ZT410 and ZM400 Industrial Printers to print parcel labels, paper waybills (for larger shipments) and transport planners, for example. Kaukokiito has also customised its in-house software so drivers and workers can print directly from their TC75s to the Zebra printers. The Zebra industrial printers are perfectly suited to the dusty, busy warehouse environment and have delivered reliable, high-performance printing for Kaukokiito for many years.

Kaukokiito uses SOTI® MobiControl to configure, manage and locate the TC75s, and also to troubleshoot remote connections and to push out new software updates. Kaukokiito has a spare pool of TC75s and a Zebra OneCare service contract direct with Zebra, in case of any breakages or repairs; devices are sent directly to the service centre in the Czech Republic if needed and returned very quickly

Results

It is unusual for a company of Kaukokiito's size to have developed such an advanced Android application in-house; however, this is just a part of the puzzle that has ensured this deployment has been a total success. The total solution is delivering time savings, productivity increases and improvements in accuracy; and from the ease of deployment, to the way the staff have embraced the new technology, to the ease of management and optimal uptime delivered by SOTI MobiControl and Zebra OneCare, Kaukokiito has been delighted with the solution.

The TC75s are integral to the improved user experience and functionality, delivering fast processing and scanning speeds, constant reliability, a responsive touchscreen and more advanced 4G communication. The devices are robust, able to cope with extreme temperatures and the screen is easy to read, even in bright sunlight. When drivers have come from other companies, they are delighted by the systems in place.

Looking forward, Kaukokiito is looking to utilise the TC75's integrated GPS function in conjunction with its ERP for optimal, flexible route planning, which should result in fuel cost reductions to further increase the ROI and reduce environmental impact; this is in line with other Kaukokiito initiatives, such as its new Kaukokiito Parcel service, where an address label with a barcode printed from the portal serves as the sole transport document.

"We aim to provide a professional, reliable service right along our logistics chain. The new solution – our own software running on the Zebra TC75 Touch Computers – has definitely had a positive effect on our drivers' efficiency. There is no downtime. Scanning and processing is instantaneous, which means significant time savings if a driver is loading hundreds of parcels to his shuttle. And, once you consider that we have 30 depots and hundreds of shuttle trips every day, it all adds up. Our shipment accuracy has improved, too, as the system triggers an alarm if a parcel isn't following its intended route. The TC75s are reliable and robust, and having in-house software means we can be very agile and flexible in our approach."

Petri Virkkala,
ICT Support Team
Manager, Suomen
Kaukokiito Oy

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