



Specialist Haulier Relies On Zebra Technologies For Last Mile Traceability

ABOUT AUNIS MESSAGERIE

Aunis Messagerie is a family-run business established 30 years ago; it specialises in last mile logistics. Originally focused on delivering car parts and industrial supplies, Aunis Messagerie expanded its offering during the 1990s to include services to other transport companies, express hauliers, and national and regional couriers. It now manages their local deliveries from its logistics and distribution platform on the outskirts of La Rochelle and ensures efficient last mile delivery along the coast of the Charente-Maritime in south-west France, including its outlying islands (Ré, Aix and Oléron) and town centres and rural areas with restricted access. Managing, on average, 800 deliveries on a daily basis, Aunis Messagerie really does deliver a local service.

Challenge

Aunis Messagerie wanted to equip its drivers with a tracking tool for last mile delivery, replacing its drivers' basic mobile phones with robust, reliable touch computers. The devices had to offer enterprise functionality, such as package scanning and taking photos, and operate on an Android platform, whilst retaining smartphone looks. Aunis Messagerie approached its partner Tec6.

Also a long-term Zebra Technologies partner, Tec6 is a managed services company, specialising in new technologies and IT. Tec6 delivers turnkey solutions specific to the requirements of its clients and believes in lasting business partnerships. It had been working with Aunis Messagerie, looking at ways the company could further refine and automate its operations. Aunis Messagerie was already a customer of Zebra Technologies, with MC92 Mobile Computers and TC8000 Touch Mobile Computers used for quayside inventory.

SUMMARY



Customer
Aunis Messagerie



Partners

- Tec6
- Teliae

Industry

Transport

Challenge

Aunis Messagerie wanted to equip its drivers with a tracking tool for last mile delivery, replacing mobile phones with robust, reliable enterprise-grade touch computers on an Android OS

Solution

- Zebra TC56 Touch Computer
- Zebra OneCare Coverage Plan

Results

- Significant improvement in parcel tracking and tracing
- Rapid user uptake
- Increased productivity and accuracy
- Robust, reliable devices, resistant to shocks and falls, ideally suited to the transport environment; they offer enterprise-grade functionality, such as scanning and high-performance GPS, Wi-Fi connectivity and camera
- Fast return on investment



So Aunis Messagerie was more than happy to test the Zebra TC56 Touch Computers, when Tec6 recommended these based on their needs. Following a successful pilot to test the technical suitability and 4G connectivity of the TC56, Aunis Messagerie decided to equip all its drivers with these touch computers.

Solution

Aunis Messagerie has deployed Zebra TC56s for dockside and delivery scanning. Two software applications from software provider Teliae, sister company to Tec6, have been configured on the TC56. The Télinavigateur solution, which is used for dockside management, such as scanning parcel barcodes, loading and delivery round confirmations. And then, once en route, drivers switch to the Télimobile application for route planning and GPS tracking. Drivers ensure delivery traceability with the option of reporting on issues or taking photos if needed for real-time reporting. The applications running on the TC56 are specific to the courier sector. They work on an Android platform and connect via 4G or Wi-Fi to a server hosted by Teliae.

Customers, meanwhile, can log into Aunis Messagerie's online portal to track their deliveries. Residential customers are also sent an SMS or an email with a delivery date and a specific time slot; these SMS are sent via Teliae's "Téliway" TMS application.

Tec6 provides a support service via Teamviewer through which it can remotely access the TC56 to resolve any technical issues. Finally Aunis Messagerie benefits from a three-year OneCare Essential Comprehensive Coverage plan to ensure the continued use of its investment.

Results

The solution is delivering a rapid return on investment. Following the deployment, Aunis Messagerie has seen a significant improvement in parcel tracking and tracing, with increased productivity and accuracy, thanks to the barcode scanning. Applications run up to 5 times faster and fuel consumption has dropped thanks to improved route planning. The drivers have rapidly embraced the TC56. They praise its ease of use, robustness and reliability, as well as its sunlight-readable 5-inch touch screen.

In the future Aunis Messagerie would like to continue to adapt new technology and usages for the TC56, such as electronic signatures with the new version of Télimobile and the possibility of establishing a weight-volume ratio of the pallets using the PDA's camera. This isn't the only plan: Aunis Messagerie is looking into the possibility of using a Bluetooth ring to scan barcodes on parcels, using RFID tickets, dockside video surveillance to record parcel movements, and even electric vehicles for delivery to La Rochelle town centre. There is a lot to consider and the future is exciting.

"We are delighted with the Zebra Touch Computers. The TC56s are robust, reliable and have impressive operating speed. Our drivers adopted the computers quickly and really love them.

The solution allows us to accurately and reliably track all our parcels. The real-time data is a real plus for our business and has led to an improvement in our customer service and our efficiency."

Nicolas Bayonne,
Co-Owner, Aunis
Messagerie

FOR MORE INFORMATION, PLEASE VISIT: WWW.ZEBRA.COM



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