



SUMMARY



Client

Hasenauer+Koch GmbH + Co. KG

Partner



TIS Technische Informationssysteme GmbH (TIS)

Industry

Transportation and Logistics

Challenge

Hasenauer+Koch needed to deploy the latest Android™ mobile computing technology for increased local delivery efficiency

Solution

- Zebra TC57 all touch rugged handheld computers
- Zebra OneCare™ Select Maintenance Plan
- Zebra StageNow
- Zebra accessories including 5-Slot Share Chargers, Rugged Boots and Hand Straps
- TISLOG Mobile Enterprise

Results

- Android software platform and devices deliver in terms of ease of use, performance and stability
- Automation of loading and delivery processes is leading to an increase in accuracy and time savings
- A single robust mobile computing device for all processes provides a good return on investment and helps drivers work productively
- Excellent user uptake and feedback, citing, for example, the exceptional battery life
- The fully supported mobile solution provides optimal uptime, with ease of staging and central management also contributing to the success of the deployment

Driving Efficiencies for Local Deliveries

German Logistics Company Hasenauer+Koch Equips its Drivers with Easy-To-Use TISLOG Android™ Order Fulfilment Solution on Zebra Rugged Mobile Computers for Effective Local Delivery Management

Headquartered in Reutlingen in southwest Germany, Hasenauer+Koch GmbH + Co. KG has been in the logistics business for more than 160 years. It now has over 250 employees, 110 lorries and 8,000m² of storage space. It ships over 1 million m³ volume every year across groupage and individual orders to both businesses and consumers.

Moving to Android™

Hasenauer+Koch has been working with TIS Technische Informationssysteme GmbH (TIS), its technology advisor, since 2007 to digitalise its processes. TIS recently ported its TISLOG software to the Android platform to provide an updated delivery management system to the logistics providers. However, this defined the need for best-in-class rugged Android devices that could be used by drivers on daily routes.

Starting Local

Following on-site testing of a range of mobile devices by Hasenauer+Koch's drivers, the Zebra TC57 all touch rugged handheld computer came out as the clear winner. Hasenauer+Koch has now assigned TC57s to each of its 45 local delivery trucks, which drivers pick up from the charging cradle on arrival at the depot. They first use the devices to run mandatory driving licence and vehicle checks. Then they use the TISLOG mobile warehouse handling module on the TC57s to load their vehicles, scanning every package and noting any damages, such as ripped or water spoilt parcels.

Following load processing, the TISLOG local delivery management module sets a dynamic, intelligent delivery and pick-up schedule in the "TourMenu" feature, detailing addresses and optimal routes based on current traffic conditions. On arrival at the drop site, drivers scan items and work through bespoke, preconfigured delivery, pick-up, groupage and transshipment fields, which, in turn, produce waybills and any other documentation relevant to that order. This eliminates inaccuracies and delays. Updates are flagged and drivers can change the order of deliveries if, for example, a deadline is updated. They can see, too, if they need to offer a specific service, such as cash on delivery or delivery to a house door. Drivers also use their TC57s for calls, texts and to take photos.

Hasenauer+Koch now offers contactless delivery, with photos, which are included on the delivery receipt, replacing on-screen signatures. All collected data, as well as GPS and consignment statuses, are conveniently and securely transmitted in real time to Hasenauer+Koch's head office for full visibility and order processing.

Automated Integrated Processes Lead to Significant Time Savings

As Andreas Vatter, Head of IT, Hasenauer+Koch, explains: “We need our drivers to be working, not waiting.” And the speed of the new systems allows just that.

For example, during the previous damage notification process, drivers had to wait for photos to upload and make additional handwritten notes. Now, drivers simply take three photos – a close-up of the damage, the label and the whole parcel – and then add a quick note, all within a matter of seconds. And that’s not the only area where Hasenauer+Koch is increasing productivity.

Fabian Bielefeld, Account Manager, TIS, comments: “Our software runs on Velocity from Ivanti, powered by the Wavelink Terminal Emulation solution, and is fully integrated for maximum performance. Indeed, I estimate that in the loading process alone, each driver is saving around 30 minutes a day. And these time savings really add up. However, it’s not just about having increased productivity and fluid processes.”

Benefits of an All-In-One Supported Device

Previously Hasenauer+Koch drivers had two or three devices to manage deliveries: an in-vehicle phone, a navigation system and a barcode scanner. Now, as the TC57s also have SIM cards and Bluetooth® headsets for calls and texts, drivers use them for everything.

“That naturally delivers good return on investment,” adds Bielefeld.

It wasn’t just the multi-usage opportunities of the high performance, sleekly-designed TC57s that attracted Hasenauer+Koch. It was the fact Zebra and TISLOG could offer the whole package, from a wide range of relevant accessories to mobile device management and support services to assist drivers, even when they are on the move. For example, with Zebra’s StageNow utility, each device is easily prepared with the right software and applications by scanning a barcode. And, with a comprehensive Zebra OneCare™ Select Maintenance Plan in place for support, drivers are assured of optimal uptime from their mobile devices.

Looking forward, Hasenauer+Koch seeks to continually enhance its offering and drive efficiencies. With this in mind, it’s currently testing TIS’s long-haul transport module for use on the TC57.

“We’ve worked with Zebra devices and TIS for a long time, but this latest Android deployment is delivering a whole new level when it comes to stability, scanning and processing speeds. Moreover, the system is flexible and scalable, so we’ve been able to tailor it to meet our exact work processes. And the excellent support and service we receive from TIS and Zebra ensures maximum device availability. It means we can just get on with our operations, knowing we can rely on our systems. That’s so important in our business.”

Andreas Vatter,
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