

Improving Business Processes

LOGISTICS AND DISTRIBUTION COMPANY

Industry
Logistics and Distribution
Global

Organization Size
Large
Over 20,000 Employees

Type of Solution
Asset Tracking and Validation
Ruggedized Handheld Device
Barcode Scanning

""We can do barcode scanning, we can take pictures of the assets as required, it does signature capture -- and then almost in real time it sends it back to our central database, so we have the information that's required to do any kind of reconciliation or reporting immediately".

Director of Field Service

Challenge

As one of the world's leading Logistics Management Services companies in the world, operational efficiency is a cornerstone of service delivery. Tracking, managing, collecting and disposing of IT assets is essential to efficient execution. Mobile workers simply didn't have the tools required to effectively refresh and deploy IT assets. Lost assets, security issues and inefficient project execution was commonplace.- creating negative impact.

Solution

The ruggedized EnterMoCase™ integrates the BlackBerry® Curve™, barcode scanning, signature capture and a Bell Techlogix custom Asset Management Application. Field service workers scan assets as deployed or retrieved and use signature capture for verification. Pictures are taken and recorded of damaged assets. All data is stored and uploaded to back-end systems.

Results

The single handed solution allows the client to better manage their project teams, operate more efficiently during deployments and improve service levels. Management has visibility and Field Service workers have an effective mobile tool to provide instant access to the information required to do their job. The net result is improved productivity, a reduction in lost assets and bottom line savings impact.