PEAK-RYZEX™

iM2 RETAIL

IM2 Proof of Delivery Helps DHL SameDay

DHL

Industry

Courier/Logistics

Business Challenge

- Improve technology and software
- Deliver added value for its customers
- Driving performance across the business

Solution

- IM2 Proof of Delivery software

Featured Products

- IM2 mobile software
- 850 Zebra rugged handheld computers

Key Benefits

- **Costs cut:** Peak-Ryzex's support services provide a predictable and reduced cost of ownership – estimated to be 20 percent – for the device estate.
- **Green performance:** Satnav and improved resource planning reduces courier mileage.

About the Company

DHL SameDay is focused on getting time-critical packages to their destination in the shortest possible time. Handling more than 4,000 deliveries each day, the company runs one of the largest coverage networks for same-day services from 31 nationwide service centers. Available 24 hours a day, 365 days a year, DHL SameDay guarantees pickup within 60 minutes and ensures a secure, fast and highly flexible service.

Business Challenge

DHL SameDay's search for a new mobile computing system was motivated by three key drivers:

- Delivering added value for its customers
- Improving technology
- Software driving performance benefits across the business

Finding the right partner

DHL SameDay is dedicated to providing the best service for its customers. The company required an updated mobile computing platform that would enable its customers to track couriers in real time. Peak-Ryzex's Proof of Delivery solution was chosen to deliver this capability.

Solution

The core IM2 system is a client-/server-based system that is interfaced to back-office systems using XML – a design that ensures deployment with minimum fuss. Veena Bhatt, UK SameDay Head of IT, DHL Express UK and Ireland, says, "We found it easy to align IM2 to our specific business needs. Peak-Ryzex also produced a detailed technical specification so we knew that the solution would meet every operational requirement."

"Peak-Ryzex standard IM2 software is not only comprehensive but can be configured to meet the exact needs of our employees and customers," says Bhatt, UK SameDay Head of IT, DHL Express UK and Ireland.

Mobile Computer Selection
Small package, big performance

For the mobile computers, Peak-Ryzex recommended Zebra handheld terminals. The compact rugged devices can be used in all weathers and provides the key functions to meet DHL SameDay's business objectives, including GPS, scanner, camera, telephony and flexible wireless connectivity with wide-area GPRS, Bluetooth™ and Wi-Fi®.

"The Zebra handheld device is a powerful PDA," says Stephen Godman, Sales and Marketing Director, Peak-Ryzex. "It's rugged, which is great for outdoor use; is competitively priced; and offers a wide range of features. It was the best all-round device for this deployment."

"We are always on the lookout for the latest technology to continually deliver the best service for our customers and required a mobile computing platform that would enable our customers to track couriers in real time. We chose the Peak-Ryzex Proof of Delivery solution to deliver this capability. As well as added value for our customers, it also supports our couriers and allows our service centers to allocate jobs more efficiently. The technology is backed by a dedicated support service that should reduce our mobile computer maintenance costs by 20 percent."

— **Veena Bhatt, UK SameDay Head of IT, DHL Express UK and Ireland**

Contact Us

Contact a Peak-Ryzex supply chain specialist today.

📞 1-877-849-6101

✉ info@peak-ryzex.com

Advancing customer service

When a customer places an order via phone or web with DHL SameDay, an email is sent to them confirming that a courier has been assigned for their shipment. A link allows them to track and trace the courier using Google Maps – a key capability that strengthens DHL SameDay's market offering. Once collected, the courier scans or records the parcel's details using the Zebra handheld device. DHL SameDay's system then sends a mail to the receiving customer with details on the estimated time of arrival and a tracking link. Upon delivery, the courier uses the computer to take an electronic signature that is automatically synchronized with IM2 and DHL SameDay's systems.

Improving dispatch

Controllers at 31 nationwide service centers use the GPS tracking to improve response times by matching the nearest vehicle to the job. The mapping system features color-coded icons for each courier detailing their status. Controllers can call the courier to check the issue to revise the estimated time of delivery and advise the customer. Business analysts can review the operational data collated by IM2, such as vehicle routes and peak times, to more effectively plan resources.

DHL SameDay deployed Peak-Ryzex's new IM2 task based system, which provides extensive capabilities for DHL SameDay's customers, employees and business. Customers can trace the progress of pickups, and deliveries through Google Maps and couriers are equipped with key capabilities to improve their performance (e.g., satnav and barcode scanning). In addition, dispatch teams see a complete real-time view of couriers' locations and the business can review detailed operational data.

☑ Benefits and Results
Added value for customers

The customer experience is improved through real-time tracking of their parcels, and pickup and delivery times are reduced through efficient route guidance and dispatch. If there are problems with an order (e.g., traffic congestion), dispatchers can share the information with customers to manage expectations. Analyzing operational data will optimize resource planning, and courier productivity will rise by 5 percent through improved dispatch, route guidance and automated data collection.

Application

- **GPS tracking:** Customers can track job progress using Google Maps™.

- **Proactive service:** Dispatchers proactively contact customers if couriers are delayed.

- **Resource optimization:** Dispatch teams have a complete view of couriers' locations and status.

- **Electronic data capture:** Couriers capture data electronically – e.g., Proof of Delivery.

- **Exceptions:** Couriers can use the Zebra device's camera to take images of damaged parcels.

- **Data analysis:** Operational data enables planners to review business performance.

- **Scanning:** Bar-code scanning ensures couriers pick up the correct goods.

- **Service and support:** Devices are staged by Peak-Ryzex and can be remotely monitored and updated, and are overseen by comprehensive service and support.

Courier support

The technology helps couriers perform tasks quickly and effectively. Job manifests are received daily on the MC55. Throughout the day new jobs are dynamically allocated, eliminating the need for physical forms and follow-up calls. If the courier needs to communicate to the service center, he/she can do so through the Zebra devices' phone. CoPilot satnav is installed on the devices to guide couriers to destinations using the fastest route, while bar-code scanning and electronic Proof of Delivery enhance data collection.

Improved service and efficiency

Commenting on the deployment of IM2, Veena Bhatt concludes: "Our couriers also report that the software is easy to use while our dispatch teams comment that the system is 'excellent.'"

Through Peak-Ryzex's deployment of IM2 Proof of Delivery Software and Zebra's mobile computers, DHL SameDay estimates that the service support will reduce computer management and maintenance by 20 percent. Other benefits include:

- **Complete services:** Couriers have all the services they need on one compact device, including camera, electronic Proof of Delivery, phone and satnav.

- **Intuitive operation:** The software is easy to use and reduces training requirements across the large team of 850 people.