



DANSKE FRAGTMÆND

Distributor Reaps the Benefits of Real-Time Data Transfer

Danske Fragtmænd is a distributor of manufactured and semi-manufactured products for over 40,000 corporate clients worldwide. The distributor employs approximately 3,300 people along with 1,500 trucks, 22 cargo terminals and 20 warehouses to manage 40,000 consignments per day.

The Challenge

Danske Fragtmænd's IT solution for scanning and recording shipments was over a dozen years old and had become obsolete. The most glaring issue with the IT system was that it did not allow for real-time transfer of data. This was a serious concern for Danske Fragtmænd because updates, such as the rollout of new features and service options, could not be easily made to the system and communicated to workers in the field.

The Solution

Danske Fragtmænd selected Psion Teklogix to supply 1,700 of their reliable and rugged PDAs, the Ikôn. Now, drivers as well as warehouse workers are equipped with Ikôn rugged PDAs and can better perform their responsibilities. With the Ikôn, drivers are always connected with the host and can receive real-time updates to bookings while on the road. Warehouse workers use Ikôn for stock picking and as a result provide a more accurate, real-time inventory of stock.

There are several reasons why Danske Fragtmænds chose Psion Teklogix' Ikôn. First, the Psion Teklogix' Software Development Kit (SDK) enabled the distributor to easily integrate the rugged handheld computer with its existing systems. Second, Ikôn has the highest battery capacity on the market, which ensures full-day productivity for mobile workers. Finally, the local and international support services

provided by Psion Teklogix are extremely efficient and have proven to be heavily reliable. Danske Fragtmænd also selected I-Serv, Psion Teklogix' comprehensive global service plan, as a part of the solution to minimize downtime costs and provide a simple and reliable process that collects, repairs and returns equipment within three days. While their units are being repaired, Danske Fragtmænd drivers can access a backup Ikôn PDA from a buffer stock.

Finally, Danske Fragtmænd selected the software Mobile Control Center (MCC) as part of the solution. MCC makes it possible to deploy new features centrally and without problems for individual users. From a central location, it is possible to monitor units, check status, and install and update software. This saves both time and resources as drivers do not need to personally check for updates or perform their own installations. For example, Danske Fragtmænd wanted to roll out the built-in camera function so drivers could document shipment damages or insufficient delivery conditions. With MCC, the distributor was able to roll out this functionality centrally without having to perform updates on individual devices.



The Benefits

The solution provided by Psion Teklogix enables Danske Fragtmænd to transfer data in real time. This provides Danske Fragtmænd and their customers an improved view of where items are in the process of delivery. The GPS function of Ikôn enables customers to follow their shipments with Track & Trace, which saves many calls and a lot of time.

The GPRS capability of Ikôn allows Danske Fragtmænd to communicate bookings in real time to drivers. This saves time as drivers know exactly where to go for the next pickup after making a delivery. By eliminating the need to call drivers individually to inform them of their next booking, it is estimated that Danske Fragtmænd saves 12 to 15 man-years (i.e., the amount of work performed by an average worker during one year).

The solution from Psion Teklogix makes the lives of drivers easier. The Ikôn PDAs were implemented in a way that gives drivers accessibility only to the features and capabilities that they require. This makes the devices extremely user-friendly.

By having a buffer stock of Ikôn devices, Danske Fragtmænd is better equipped to minimize downtime costs. Haulage contractors rent their Ikôn devices for a fixed amount, so that when a device requires maintenance or repairs, drivers are given a replacement from the buffer stock as their device is repaired. Each Ikôn has its own individual barcode, which is scanned at entry and delivery, so Danske Fragtmænd

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can easily track where all of its devices are. If haulage contractors were to each buy their own PDAs, this would have been totally unmanageable and would result in increased costs to the company.

Danske Fragtmænd is confident that they will recoup their investment in the fleet of Ikon devices quickly in the form of saved time, increased efficiency and productivity, and an even higher degree of customer satisfaction. Furthermore, Danske Fragtmænd is extremely pleased with the service and support they receive under this solution. The repair costs are fixed, meaning they can be sure their equip-

ment will be covered under warranty without discussion, and I-Serv also covers accidents, which is not commonly the case with other competing service offerings.

