PEAK TECHNOLOGIES

SMART DEVICE MANAGEMENT FOR SCALABLE LOGISTICS OPERATIONS

Peak Technologies helped Howard Tenens Logistics improve control of its mobile device fleet by deploying Zebra TC78 devices and the Waizu virtual cabinet system.

CASE STUDY

ABOUT THE COMPANY

Established in 1953, today Howard Tenens has grown into one of the largest independently owned and operated logistics companies in the UK. From their humble beginnings in packing and manufacturing they have achieved a position today as an industry-leader in complex logistics.

Howard Tenens core business objective is to be the logistics service partner for businesses who want value for money, environmental credibility and exceptional service. At Howard Tenens Logistics, they believe that collective knowledge is power, which is fundamental to their three core pillars: exceptional people, building exceptional customer relationships by using exceptional business resources.

Operating from 20 locations, across various industries including automotive, retail, FMCG, food and drink, packaging, and renewable energy, with premium warehousing and their own fleet of vehicles, the priority of the business' experienced personnel is to ensure they serve customers to the highest standard possible. Regardless of geographical location, they offer a bespoke solution to provide warehouse and distribution services globally. Howard Tenens don't believe "one size fits all" and understand that all customer's requirements are different and therefore create solutions to fit these. Their customers also benefit from their extensive transport network that provides haulage and distribution 24 hours a day, 7 days a week, 365 days a year. They offer parcel deliveries, pallet network solutions, dedicated loads and closed loop networks Internationally.

CHALLENGE

Over the years, handheld devices have been acquired for Howard Tenens on an "as-needed" basis, leading to the following considerations for improvement::

- A diverse range of operating systems and release versions are currently in use. Aligning these systems will enhance security and ensure all devices benefit from the latest updates.
- Most devices operate on older platforms, highlighting an opportunity to transition to more modern, supported systems.
- Some device models are no longer available from the supplier, presenting a chance to standardise equipment for future-proofing and ongoing support.

Howard Tenens Logistics

INDUSTRY:
Transport & Logistics

APPLICATION:
Client operations are managed through the Blue Yonder (BY) warehouse management system. The receipt, put away of product and subsequent picking from stock to shipment are all managed using these devices. Operators use the bar scan ning functionality along with instructions from BY to perform their functions accurately. This is vital to ensure that the customer assets are managed accurately and despatches against their orders are correct and delivered on time.

BUSINESS CHALLENGE:
The challenge was to provide common devices that worked with BY that were physically and technically managed with minimum downtime.

KEY BENEFITS:
The introduction of the solution has provided

- Asset management
- Up to date operating system
- No interruption to the operation

- Device maintenance can be optimised by implementing a more structured repair and replacement process, minimising downtime and ensuring operational continuity.
- Enhanced asset management processes are needed to improve control over device allocation and tracking, particularly during transfers between sites and for repairs.
- Standardising device models will help ensure consistency across the operation, enabling a uniform user experience and capability set.

THE SOLUTION

Peak Technologies collaborated closely with Howard Tenens to identify and implement the most effective solution to meet their operational needs. The Zebra TC78 was specifically chosen by Peak's experts for its ability to address the following requirements:

- Operator Familiarity: Ensuring a seamless transition by maintaining alignment with existing devices.
- Flexibility: Providing managed adaptability to reallocate units across the estate to meet varying demands.
- Future-Proofing: Offering long-term compatibility, with operating systems and devices supported through to December 2029.
- Enhanced Usability: Featuring effective data display and a customisable keyboard tailored to operational needs.
- Advanced Scanning Capabilities: Enabling long-range scanning to enhance efficiency.

To optimise asset management, Peak Technologies introduced the Waizu virtual cabinet system. These cabinets securely store and charge devices, with individual PIN codes or card readers controlling access. Through an intuitive online portal, users can monitor metrics such as issue data, battery health, device condition and usage levels. This ensures real-time visibility of device locations and user accountability, enhancing operational control.

In the event of any issues, Peak's technical support team provides swift resolution through a comprehensive 5-year maintenance contract covering both devices and virtual cabinets. The solution includes:

- Next-Day Replacement Service: Ensuring minimal disruption by delivering replacement devices within 24 hours while managing repair logistics for damaged units.
- Pre-Configured Devices: All devices are returned ready for service, with the correct setup and port numbers assigned.
- Regular Updates: Operating systems and security patches are applied promptly to maintain optimal performance and security.
- Gold Build Standard: A customised HT standard is preloaded onto all devices, ensuring consistency across the fleet. Updates to the Gold Build are implemented as needed to meet evolving requirements.

Additionally, Peak's Professional Services team played a pivotal role in the solution's success by creating the Gold Build and customising the soft keyboard to streamline specific operational actions. This service also included comprehensive project management throughout the deployment process.

Peak Technologies was selected as Howard Tenens' preferred provider after an evaluation process, which included a compelling presentation to a selection board, strong RFQ scoring, competitive costs, and an unmatched level of service offerings.New cloud mobile computing drives efficiencies

RESULTS

Howard Tenens entered into a 5-year contract with Peak Technologies, reaping significant benefits that streamlined their operations:

- **Enhanced Security:** Devices fully aligned with HT's security requirements.
- **Regular Updates:** Operating systems are consistently updated throughout the lease period.
- **Optimised Asset Management:** Centralised control and tracking of devices ensure operational transparency and efficiency.
- **Standardisation:** Uniform equipment across the group simplifies training and facilitates portability between sites.
- **Managed Maintenance:** Comprehensive support ensures both hardware and software remain fully operational.
- **Next-Day Replacement Service:** Rapid replacement of devices minimises downtime, with all replacements pre-configured for immediate use.
- **Improved Operational Efficiency:** The custom keyboard, simplified login screens, and additional functionalities like Press-to-Talk have significantly enhanced ease of use.

By partnering with Peak Technologies, Howard Tenens has not only addressed immediate operational challenges but also established a robust foundation for future growth and innovation, ensuring their logistics services continue to set industry standards for excellence.