DELIVERING AN EFFICIENT POSTAL SERVICE WITH ISRAEL POSTAL COMPANY

NEW HANDHELD MOBILE COMPUTING SYSTEM DRIVES MAJOR EFFICIENCIES

ISRAEL POSTAL COMPANY

Israel Postal delivers 1.6 million packages annually. The company used a mobile phone-based solution to help manage deliveries. However, due to a high degree of handset faults, the reliability of the system had become an issue. Israel Postal therefore issued a tender for a robust and reliable mobile computing system. The contract was awarded to Motorola Solutions due to its unique proposal to deliver an end-to-end offering that would clearly improve customer service and enhance operating efficiencies. This solution included project management; designing the workflow processes and creating software for the computers to support them; integrating the solution with Israel Postal's back office and providing support services. In addition, Motorola Solutions proposed to manage the deployment of third-party software on the computers for Israel Postal to oversee postal services for the military – a multi-million dollar contract. On-screen signature capture, document scanning and online delivery tasks are parts of the application, expected to save US $300,000 a year in back office and overall operational costs.

CUSTOMER PROFILE

Organisation
Israel Postal Company

Location
Israel

Industry
Post and Courier

Motorola Solutions' products and solution

- **Mobile computers:** 370 MC70 rugged handheld mobile computers
- **Software:** Designed for the handheld computers
- **Integration:** Complete system build and integration with Israel Postal's back office
- **Staging and training:** Preparing all computers and training users in how to operate them
- **Support:** Operating a help desk to prioritize device issues and organise replacements

ISRAEL POST
Anywhere, For Everyone

"Our mobile computing system, that helps us deliver 1.6 million parcels annually, was developed and deployed by Motorola Solutions' Services team. The team provided end-to-end project management; designed the mobile computers' software which they mapped to workflows; deployed the system and integrated it into our back office. Motorola Solutions also provides on-going services to monitor and maintain devices. Working with the one partner made this major project easier to manage, reduced the risk associated with IT deployments and helped cut costs. We're determined to be the lead transporter of parcels within Israel and to the world from Israel; the technology is helping us achieve this objective."

Ron Zeeman, IT projects manager, Israel Post

CHALLENGE

Israel Postal's previous mobile computing system was based on mobile phones. However, the phones were not robust and frequently broke down. Israel Postal therefore released a tender for a new mobile computing system. The key objective was to enable information to be easily captured and made available to the business in real time while providing reliable operation.

SOLUTION

Of the companies tendering, Motorola Solutions was unique in its ability to provide a single point of accountability for the complete solution. This included designing the software for the handheld computers; managing system integration; providing the mobile computing hardware; deploying the technology and delivering ongoing support services.

The software enables couriers to scan parcels onto and off vehicles and confirm proof of delivery. The system's architecture comprises a dedicated application server, that communicates with the mobile computers and is integrated with Israel Postal's back office. This way data is immediately made available when it is captured.

Couriers also use the mobile computers to log-on for work every morning and report on their activities. At day's end, the technology highlights if a package was not delivered; managers can then prioritise its delivery.

The MC70 rugged mobile computer used by couriers was selected because it provides a clear and bright screen and is exceptionally robust and reliable. In addition, the MC70 offers a range of features including a scanner which operates also as a camera, GPS capabilities and signature capture technology that will enable more applications to be added in the future.

The computers are prepared for users by the Motorola Solutions team with all software preloaded. In addition, the company's Services team has deployed software to monitor the computers remotely. If there's a problem with an MC70 users can dock it at a PC connected to the Motorola Solutions service center to determine if it can be repaired. A call center is also run by Motorola Solutions to assist, should computer problems arise. With each Israel Postal depot holding a stock of devices should a courier encounter an issue with their computer it can be replaced immediately to minimise downtime.
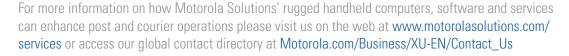
BUSINESS BENEFITS

Motorola Solutions' Services team managed the complete project to strict targets. This single point of accountability reduced the risk associated with such a major IT project and cut the costs typically associated with managing multiple suppliers.

The mobile computing system is driving efficiencies across the business. Information flows continuously from couriers to the back office. Problems are flagged instantly and can be dealt with quickly and with more accurate data capture, there are fewer order exceptions. Also, payment times and cash flow have improved as the availability of up-to-date data allows clients to be invoiced faster. Israel Postal has also seen marked improvements in service with parcel volumes increasing while customers value the fact that they can track their deliveries online. In addition, the real-time data available to Israel Postal helps its operations team to reduce exceptions and improve training to ensure couriers are as productive as possible.

Another important benefit is derived from the integration of third party software on the MC70s to manage the delivery of postal for military personnel in a multi-million dollar contract.

Moving forward, the company will use the MC70 to collect electronic proof of delivery and apply its GPS functionality to assign the best-positioned vehicles to collect incoming orders. These capabilities will enhance the return on investment experienced by the organisation: electronic proof of delivery is expected to save around US $300,000 annually by cutting administration while the use of GPS will help reduce fuel costs.

Benefits

- **Single point of accountability:** Motorola Solutions provided a single point of accountability for the entire project
- **Accurate information:** The real-time flow of information means problems can be identified and solved quickly
- **Faster settlement:** Real-time data allows clients to be invoiced faster
- **Improved services:** Customers can track deliveries
- **Revenue generation:** The computers help Israel Postal deliver packages for military personnel – a multi-million dollar contract
- **Cost savings:** Phase two of the project is expected to save around US $300,000 a year in back office costs

For more information on how Motorola Solutions' rugged handheld computers, software and services can enhance post and courier operations please visit us on the web at www.motorolasolutions.com/services or access our global contact directory at Motorola.com/Business/XU-EN/Contact_Us

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