



"We have already seen a great return on our investment. This is a true end to end solution from an industry leader."

Dave Picking, Director of Systems & Integration for Home Delivery Network Ltd.

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THE CUSTOMER:

As one of the UK's largest home delivery and collection service companies, HDNL delivers 300,000 parcels and large consignments throughout the country every day. HDNL makes deliveries to households for over 120 retailers and uses mobile technology to give full track and trace visibility to its staff and customers.

THE PROBLEM:

HDNL uses thousands of Intermec CN3 rugged mobile devices to manage their track and trace requirements throughout the UK. Delivery drivers use the hand held mobile devices to pick up job schedules, to maximise journey efficiencies through routing and satnav applications and to collect proof of delivery signatures from customers. These signatures are then sent back to HDNL's central hub via GPRS where the same devices are used to scan deliveries in and out. The management of such a large estate of mobile devices is always a challenge and with so many devices being used for such a wide range of mission critical applications, it was inevitable that regular software updates would be needed. Recalling thousands of devices from the field every time an update was necessary was simply not an option for HDNL. It would be too time consuming resulting in reduced productivity and worker downtime. HDNL therefore decided to look for a mobile device management solution.

THE SOLUTION:

Being HDNL's current service provider for their hand held mobile devices and having experience and in depth knowledge of mobile device management, Rysex was well placed to understand HDNL's environment and make recommendations for a suitable solution. Of the options put forward, Rysex recommended Wavelink's Avalanche MC, a leading mobile device management solution with a global install base of over one million. The solution allows software updates to the entire estate of field based mobile technology without HDNL having to touch one single device. Individual devices can also be rebooted, monitored and tracked remotely. Being able to manage and update the large estate remotely is a huge advantage to HDNL – it is quicker, easier and far less costly.

THE RESULTS:

Dave Picking, Director of Systems & Integration for HDNL recognised the immediate benefits of working with Rysex, "As a solutions based company, they took a consultative approach and then recommended a proven solution whose functionality and capability far surpassed that of any other. As part of the evaluation process, we heard first hand from one of Rysex's satisfied customers who confirmed that the Wavelink product had brought great benefits to their global estate of hand held devices." Rysex also combined the supply of 5000 Wavelink licences with a three year software and hardware maintenance package which includes 24 hour telephone support. Dave Picking concluded, "We have already seen a great return on our investment. Being able to distribute software and transmit updates remotely is extremely valuable and with Rysex wrapping this in to a managed service, this is a true end to end solution from an industry leader." Since rolling out this solution to HDNL, Rysex has been named European partner of the year by Wavelink and continues to supply consulting services to its enterprise customer base.