



“Working with Ryzex has taken a lot of headaches away from us. They are a very professional partner and offer solutions for every stage of the technology lifecycle.”

Jan Vermeulen, Regional Project Manager, KNDL

FullUse LifeCycle Support SM
www.ryzex.com/fulluse

RYZEX

Ryzex House, Bumpers Way,
Bumpers Farm,
Chippenham,
Wiltshire,
SN14 6LH
+44 (0) 844 875 0115
www.ryzex.com

© 2009 Ryzex® and FullUse® are registered trademarks. All other trademarks are the property of their respective owners. All Rights Reserved.

THE CUSTOMER:

Kuehne + Nagel is a global leader in international forwarding and ranks among the top three worldwide contract logistics players. The company, founded in 1890, has some 54,000 employees at 850 locations in more than 100 countries. In 2006, KN Drinks Logistics (KNDL) was founded as a new division of Kuehne + Nagel to specialise in the primary and secondary distribution of beverages throughout the UK.

THE PROBLEM:

KNDL used legacy hand held devices from multiple manufacturers in their warehouse operations some of which had been discontinued by the manufacturer. A requirement for additional hardware for its expanding regional distribution centres pushed the logistics specialist to look for one supplier who could not only supply the new hardware but also maintain all the brands of hand held technology that were used. In addition, KNDL required wireless networks for two new distribution centres.

THE SOLUTION:

Having maintained devices for Kuehne + Nagel previously, KNDL knew that they could rely on Ryzex to deliver high quality, on-time services. Being vendor agnostic, Ryzex was able to do this for all the brands of mobile technology that KNDL uses. As part of the repair service, KNDL now uses Ryzex's online repair portal to log and track repair jobs 24/7, view historical repair information and run customised reports.

Additionally Ryzex has supplied new hardware for KNDL's expanding distribution centres including forklift mounted computers. All hardware provided by Ryzex had software and settings pre-configured for each individual warehouse, enabling the devices to be used straight out of the box.

As part of the rollout, Ryzex worked with KNDL to improve the security of the logistics specialist's wired and wireless networks. This was particularly challenging due to the mixed estate of devices that KNDL had in use. Ryzex carried out a full site survey and health check to assess the security and functionality of the warehouse network and then made recommendations on how improvements in security and resilience could be made. With a 24/7 operation over multiple locations and pressure to improve efficiencies, this advice was invaluable to KNDL.

THE RESULTS:

Jan Vermeulen, Regional Project Manager for KNDL, is extremely satisfied with the results that Ryzex has brought to the business. “Working with Ryzex has taken a lot of headaches away from us. They repair all of the brands we have from their state of the art repair centre and constantly meet the tight SLA's that were originally promised. Offering the complete range of professional services has also brought great benefits to our business. The comprehensive site surveys gave a full insight in to areas where improvements were needed. These plus the recommendations made by Ryzex's technical team have dramatically increased the level of security in our warehouses. They are a very professional partner and offer solutions for every stage of the technology lifecycle.”