



ZETES CASE STUDY | TNT



TNT drivers take to the roads with fully operational scanners

TNT customers want to know the status of their delivery at any moment in time. As the bar code scanners carried by the drivers play an important part in achieving this, TNT Belux (Belgium-Luxembourg) went looking for a partner who could not only offer the best scanners in the market but also guarantee their permanent availability. They have found that partner in Zetes.

“In our highly competitive industry, the only way to distinguish yourself from the competition is by maintaining the highest service levels and offering your customers full transparency on the status of their delivery,” says Gert Struyven, ICT Manager Belux TNT Express. “Consequently we are continuously improving our processes and systems. The replacement of our bar code scanners is part of this commitment to more efficiency and transparency.”



Reliable communication

As of late, all communication between TNT drivers and the back-office uses bar code scanners doubling as pocket PC's. These GPRS devices - Symbol MC9000 short version - are permanently online. The drivers scan each parcel on pick-up and delivery. “This information goes directly to the server and can be accessed instantaneously by the customers. Last-minute pick-up requests and possible delays are also communicated via the devices. This allows the helpdesk to notify customers immediately,” Gert Struyven explains.



Fixed monthly price

“We also wanted to get rid of the notion that we should ensure the availability of the scanners by ourselves,” Gert Struyven continues. “Organizing stocks, maintenance, repairs, spare parts... all amount to a time-consuming activity we did not want to burden our collaborators with. We therefore wanted a partner who could supply us with scanners as a managed service, providing us at any time with 620 scanners in perfect working order, at a fixed price per month.”

Zetes guarantees that a driver reporting to the warehouse with a faulty scanner will receive a fully operational device within thirty minutes. “A promise they have been keeping faultlessly to this day,” Gert Struyven says.

Innovating concept

The concept of a managed scanner service is totally new. “We have approached several suppliers but Zetes was the only one who could realize this for us,” Gert Struyven explains. “Their ability to come up with an innovating concept meeting all our expectations speaks in their favour. It makes our collaboration even more valuable.

