

WAVELINK CASE STUDY: HDNL

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 more than 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 its deliveries and tracking requirements throughout the UK. Delivery drivers use the handheld mobile devices to pick up job schedules, maximize delivery efficiencies and 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 number of mobile devices is always a challenge, and with so many devices being used for such a wide range of mission-critical applications, it can become overwhelming to manage all of the regular software updates.

Recalling thousands of devices from the field every time an update was necessary was simply not an option for HDNL. It would have been too time consuming, resulting in reduced productivity and worker downtime. HDNL therefore decided to look for a mobile device management solution.

THE SOLUTION

HDNL turned to its trusted service provider Ryzex, a Wavelink channel partner. Ryzex has extensive experience and knowledge in handheld mobile devices and mobile device management, and was well positioned to make recommendations for the best solution. Wavelink Avalanche Mobility Center (MC), a leading mobile device management solution, was implemented based on its ability to seamlessly update and manage all of the wireless devices while leaving them out in the field.

HDNL purchased 5,000 Wavelink licenses with a three-year software and hardware maintenance package, which includes 24-hour telephone support. Ryzex packaged it as a managed service for HDNL.

THE RESULTS

Dave Picking, director of systems & integration for HDNL recognized the immediate benefits of working with Wavelink and Ryzex, "As a solutions-based company, Ryzex 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 another Ryzex customer using Wavelink Avalanche MC that it had brought great benefits to their global network of handheld devices."

Wavelink, which has a global install base of more than four million devices, allows software updates to the entire network of field-based mobile technology without the need for HDNL to touch a single device. By leveraging the Wavelink solution, individual devices can also be rebooted, monitored and tracked remotely. Being able to manage and update thousands of devices remotely is a huge advantage to HDNL, making the process quicker, easier and far less costly.

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. This is a true end-to-end solution from two industry leaders."

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Dave Picking

Director of Systems & Integration
Home Delivery Network Ltd.

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