Unitech & Packs (Packs Special Care)
Last mile delivery - registration improvement

Case settings:

- Packs (Pack Special Care)
- The Netherlands
- "Last Mile" registration process
- EA602 / 12Manage

Packs is a well-known Benelux transport and logistics company with their headquarters and Central Transhipment Point (COP) located in Leerdam, the Netherlands. Packs facilitates delivery services for over 4 million packages to businesses and customers yearly, with their strong network of over more than 70 PacksPartners, all located around the Benelux area. Packs is widely known for their semi-manual sorting process, which makes the handling of vulnerable and/or fresh products possible:

- FlowerPacks
- MailPacks
- MediPacks
- FastPacks
- FreshPacks
- Pick It Up
- TechPacks
- SwapPacks

These special deliveries, that differ from the standard shipments because of their size, shape or content, can be sorted with extra care.
An example of these types of packages are flowers and plants or fragile item shipments like wines. For more information about Packs services please visit www.packs.nl.

Packs. **unitech**
because we care

1. Customer requirements

The so called "last mile" is considered as one of the most important elements in the logistics and supply chain business. The prime objective of the last mile is to deliver the package to the customers and to keep pace with the ever increasing consumer demands as quickly as possible. The "last mile" delivery has increased significantly due to the introduction of technology in the retail sector and competition among the eCommerce companies. Therefore, this step is the most critical in the delivery process. Businesses want to ensure it the last mile is as quick and efficient as possible.

Due to outdated hardware and software in 2018, Packs was facing registration issues during their "last mile" process, where the quality of registration was not consistent and reliable. New hardware was required in order to solve these issues.

To target and select the right device within the big market of mobile enterprise devices, Packs listed a set of essential requirements for the device. This would make the search easier among all the brands.

2. The total solution

Packs required an Android-based enterprise device, as they had recently developed their own applications that ran on the Android platform. This Android platform would provide them a future-proof and scalable solution. In their search for a matching Enterprise solution, Packs approached different brands such as Unitech, Datalogic, Honeywell and Zebra and pilot tested their specific solutions. In some cases the trial period took an extensive time in testing to find the superior solution.

In the end Packs decided on the Unitech EA602 Android based enterprise device, as it was running on an Android 7.1 operating system matching their app requirements. In addition, the EA602 met their requirements based on an enterprise-level device with a rugged/high quality build, compatibility of software and - of course - price. Packs highly trusts in Unitech because of its excellent reputation in the transport- and logistics business and it's having be active in Packs' sector for many years. Packs experiences Unitech as an incredible customer-oriented company that is trusted and flexible; which, for Packs, is hugely appreciated.

3. Benefits of the solution

Since implementing the Unitech EA602 solution, a visible and measurable improvement occurred within the "last mile" registration process, partly due to the reduction of hardware malfunction. This solution has increased workforce efficiency and with a cost saving ROI. Because the EA602 features the required specifications, including the Android 7.1 operating system, it integrates smoothly and seamlessly with Packs' own applications.

After a very successful first run and implementation of devices, Packs is planning to roll-out more of the Unitech EA602 devices around their delivery network in the near future.

Solution with product	The Unitech EA602 Android 7.1 device - Improvement of the "Last mile" registration process at product delivery, hardware malfunction reduction and seamless integration with their own Android application.
Benefit 1	OS platform (Android 7.1) that work seamlessly with their software application.
Benefit 2	EA602 enterprise-level specifications, rugged build quality, software compatibility and price.
Benefit 3	Flexible, trusted and customer-oriented company.