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WHITEPAPER:

# RUGGED MOBILE COMPUTING IN ACTION FOR LOGISTICS

A Better Life, A Better World

# RUGGED MOBILE COMPUTING IN ACTION FOR LOGISTICS

## How users and businesses benefit with Panasonic TOUGHBOOK

The use of mobile technology has transformed the productivity of logistical operations around the world. Key to driving efficiency is the ability to choose mobile devices that support the unique needs of the different workers in this €2.7 trillion global industry.

The sheer scale and diversity of the operations – from global shipping, to warehousing and door-to-door deliveries – means the logistics workforce undertake a vast variety of roles. For mobile technology to be successful, it must be able to cope with both the breadth of tasks and the often extreme conditions in which they are carried out.

**The following customer stories show the effectiveness of TOUGHBOOK devices in driving efficiency in the logistics sector, across warehousing and transportation.**





## Sweden's leading window manufacturer Elitfönster, uses TOUGHBOOK for more flexible and efficient warehousing.

Elitfönster has more than 1,000 employees and produces approximately 550,000 windows per year. After a long period of having all its warehousing information on paper, the company decided to find a digital solution. After trialling a number of solutions, the decision was finally made to use the TOUGHBOOK G1 tablet.

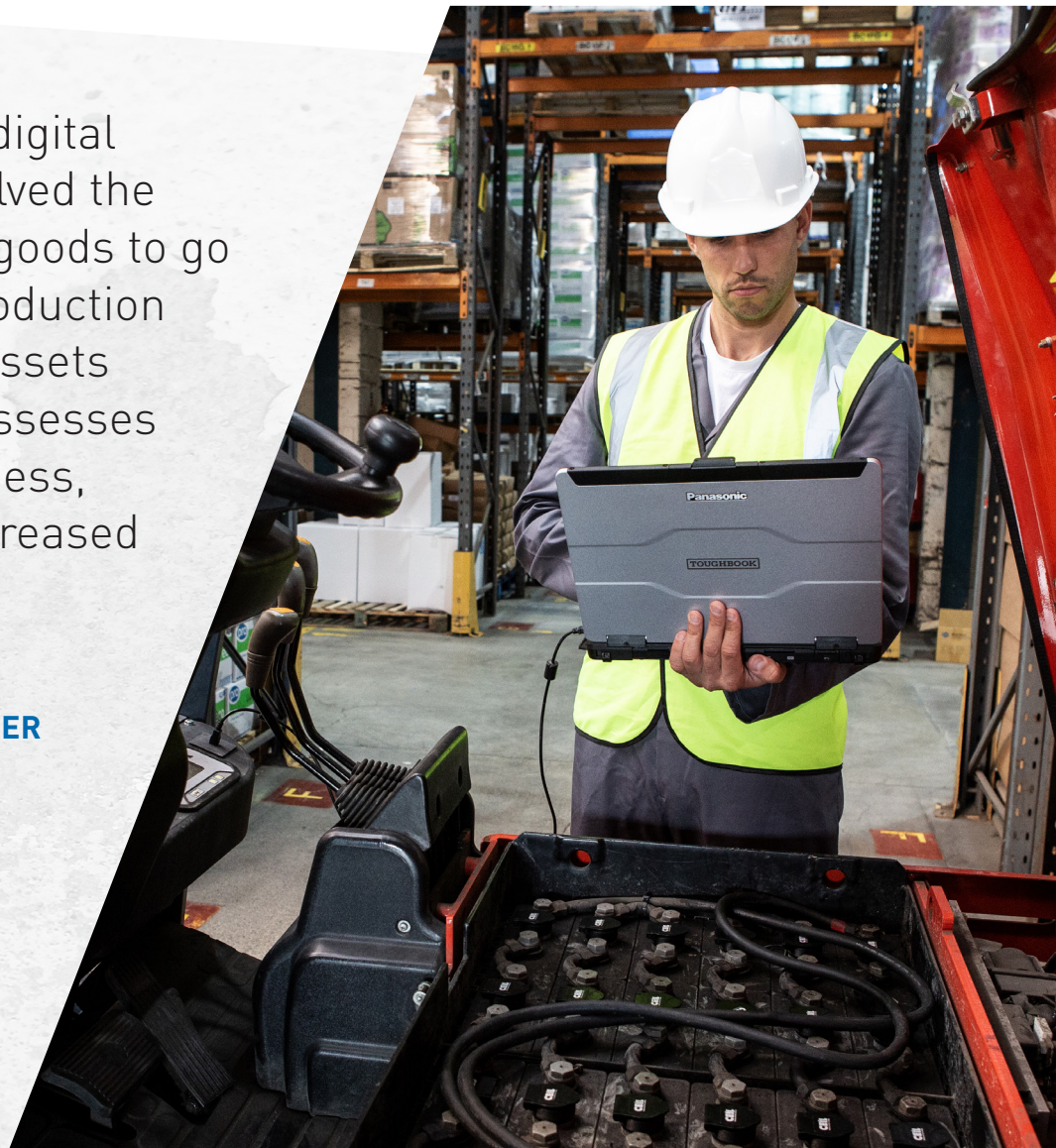
All the trucks in Elitfönster's outbound warehouse have now been equipped with rugged portable TOUGHBOOK G1 tablets. The detachable robust devices, conveniently placed in a docking station near the driver's seat, provide all the information that the truck drivers may need when working at the outbound warehouse.

This makes the warehouse work more efficient, effective and safer for the drivers. There is no longer any need to leave the trucks to retrieve, update and record warehousing information. Work has been streamlined thanks to this and other features of the TOUGHBOOK units, including their long battery life, suitability for use in all kinds of weather conditions, and capability for glove-enabled working.



“Thanks to our new digital solution, we have halved the time it takes for the goods to go from reception to production [...] The three main assets the TOUGHBOOK possesses are its user-friendliness, flexibility and the increased security it offers.”

**RASMUS KIHBLAD,  
TEAM LEADER AT ELITFÖNSTER**



# PLANZER

## Technology to transform transportation

Since 2017, the Swiss logistics company Planzer has been using 2,000 robust TOUGHBOOK handhelds from Panasonic for the transportation logistics of its entire fleet of vehicles.

**Planzer has two key concerns regarding the effectiveness of mobile devices within their transportation process:**



### Digitalisation:

The traceability of goods during transport is crucial to productivity for Planzer. Digitalisation plays a decisive role in this area, especially through the use of mobile devices for national cargo and in temperature-controlled transport compliant with GDP guidelines, as well as in its parcel and overnight services.

### Durability:

Before changing over to Panasonic TOUGHBOOK handhelds, Planzer was using ordinary consumer smartphones. However, staff soon realised that these were not suited to the rough usage typical of logistics. Planzer decided to introduce hardware better suited to the rough conditions in everyday logistics work.



The use of TOUGHBOOK devices has responded to both of these concerns with features that enhance efficiency. The TOUGHBOOK handhelds have provided the Planzer workforce with “full ruggedised” protection while weighing less than 280g for easy carrying. The latest TOUGHBOOK devices are tested up to MIL-STD 810H and can even withstand being dropped from a height of 2.10 metres.

In terms of digitalisation, now drivers can use their devices for phone calls, email and navigation. When a shipment is scanned, the drivers receive the order on their device using a specially-developed app. They can view and edit their orders and obtain a digital signature from the customer upon delivery. In those exceptional cases where an item is damaged during collection or delivery, the driver can take a photo on site with the device, attach it to the order and report the problem to the scheduling team.

After more than a year in use, feedback from Planzer was very positive. They reported that over the first 12 months, only 3 devices needed repairs for damage caused in-house. That corresponds to just 0.15%, against an industry average of 14%.<sup>1</sup>



“As the devices very seldom get damaged and are extremely reliable, our costs for repairs, replacement devices, the commissioning of reserve devices etc. are significantly lower than before. And our drivers are hardly ever hampered in their work due to broken devices.”

**MIGUEL SCHILTKNECHT,  
TECHNICAL PROJECT  
MANAGER, PLANZER**

Both Planzer and Elitfönster also use a number of TOUGHBOOK units equipped with integrated barcode readers for warehouse management. This is another area where the innovations of TOUGHBOOK have had a positive impact on productivity.

Based on a Panasonic survey of 500 workers in the UK, mobile devices are already being used to scan an average of 197 times per day, with year-on-year growth of this figure estimated at 24%. But 60% of the workers surveyed felt their barcode scanner device was only 'fairly effective' or 'not effective at all'. Common complaints included difficulty in scanning (reported by 14% of respondents) and RSI (Repetitive Strain Injury), which affected 58% of respondents. RSI led to 78% of those afflicted taking an average of 3 sick days per year, suggesting a major overall impact on productivity.

The barcode readers on the devices used by Elitfönster and Planzer have been positioned to reduce the load on the user's wrists. The convenient size of the N1 handheld device used by Elitfönster also allows it to be used with just one hand. With the attention paid by Panasonic to the design and development of our barcode scanners, Planzer reported being able to scan twice as fast as with the previous device. That means faster production and a significant ROI boost for business.



<sup>2</sup>Panasonic whitepaper, "Scanning pain for no gain", 2016



**Are you ready to learn more about how TOUGHBOOK devices can benefit your logistics organisation?**

Get in touch by sending an email to [panasonic@insidemarketing.co.uk](mailto:panasonic@insidemarketing.co.uk) and we'll be happy to discuss TOUGHBOOK with you.