

## 3X34 TRANSPORT

Barcoding Combined with WORKABOUT PRO Provide Optimum Solution for Tracing Consignments

3x34 Transport is a leading postal and courier company in Denmark, with a fleet of over 350 vehicles and offices in Copenhagen, Kolding, Odense, and Århus. When 3x34 Transport got the job to deliver all private customer orders in Denmark for a large Swedish furniture company, it needed to prove it could meet the requested tracking demands.

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### The Challenge

In order to win the bid to deliver private customer orders for the furniture company, 3x34 Transport required a solution that provided continuous track and trace of all consignments. The tracking system also had to be unique to the furniture company’s consignments.

According to Karsten Kjær, “In order to meet the demands we contacted Psion Teklogix, who we knew from before and who among other things is a specialist in the field of barcode solutions and wireless data capture. We were sure that the task would be in the best hands with them, and that the very tight deadline was a reality.”

### The Solution

3x34 Transport implemented a tracking system focused on maximum traceability. Each worker was provided with a Psion Teklogix WORKABOUT PRO handheld computer equipped with a barcode scanner and GPRS radio. Under the new system, each consignment is given a consignment number that is embedded in a barcode. When the WORKABOUT PRO scans the barcode, important information about the consignment is gathered and sent to the central sys-

tem via the cellular GPRS network. 3x34 Transport always knows the exact location of a consignment, which provides complete asset visibility throughout the shipment process.

### The Benefits

Customer service is enhanced because the new system enables 3x34 Transport to offer maximum tracking and traceability of all consignments.

The characteristics of the WORKABOUT PRO make it an ideal fit for 3x34 Transport. Its ruggedness enables it to withstand tough environments, its user-friendliness made the transition to the new system seamless and its flexibility facilitates quick and easy adaptability as 3x34 Transport’s needs evolve.

“This rugged PDA has obvious advantages for the use in question. It has to be a hardware that is both robust and user-friendly and those are 2 significant characteristics of the WORKABOUT PRO,” says Jes Breinholt Carlsen, Sales Manager SCL at Psion Teklogix. “It has IP65 approval for water and dust tightness and can handle a 1.5 m fall on concrete. It is simple to use and the VGA colour screen is easy to read, even outdoors in the sunlight. WORKABOUT PRO sup-

ports, besides scanners, a long range of other on-site expansion modules, including RFID-modules and wireless LAN (WLAN).”

3x34 Transport has also taken advantage of Psion Teklogix’ I-Serv to achieve substantial service benefits such as routine maintenance and repairs at no extra cost. “With the web based Teknet, Psion Teklogix’ online real-time customer service system, and the built-in agreement that Psion Teklogix takes care of picking up and dropping off the units that need repair, we have got an efficient and very user-friendly service agreement with I-Serv”, says Karsten Kjær.





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