

First Choice Coffee Services fires up its supply chain

New portable retail supply chain solution dramatically reduces costs, while improving payables and eliminating mobile delivery support calls.



How to improve daily route planning, driver-to-driver communication, GPS mapping and tracking, delivery updates, order entry, receivables and invoice confirmations.

Objective

Advance management operations of direct store deliveries (DSD) while reducing the number of mobile devices in the field and dependence on paper records

Approach

Equip fleet of drivers across 60 US distribution center hubs with rugged and multi-functional mobile devices connected to a unified software solution

Technical Requirements

- Intuitive Android™ solution on a rugged PDA
- Single solution for inventory/account management and daily route optimization
- Fast and reliable 2D scanner
- Comprehensive warranty package

Results

- Reduced time to payment by 30%
- Saved \$100,000 in unnecessary hardware acquisition costs, completely eliminating the purchase of spare units
- Reduced from 3 to 1 the number of devices carried by each driver
- 95% drop in support calls from field service staff

First Choice Coffee Services is a nationwide market leader in providing coffee breakroom supplies and equipment to a variety of locations. With sixty (60) distribution center hubs throughout the U.S., they were looking to equip their fleet of 300 drivers with rugged and multifunctional mobile devices.

With soon-to-be obsolete Windows-based scanning devices and expiring support services, First Choice Coffee Services wanted to upgrade and manage daily route planning, driver-to-driver communication, GPS mapping and tracking, delivery updates, order entry, receivables and invoice confirmations – all within a single hand held unit.

Better Mobile for Better Service

First Choice Coffee Services Field Administrator, Francesca Labate, wanted to do more than just replace an aging hand held unit and support services as part of this project. “We had several goals in mind for this project. First, we required a multi-functional device that would reduce the number of devices we need in each truck. We wanted these new devices to connect to a unified software solution that would automate order tracking, accounting and fulfillment while reducing our dependence on paper records.

“We also had to improve fleet management and tracking to assist us with employee accountability and delivery status transparency, including real-time inventory for customer questions and re-ordering accuracy. And, we looked to do all this while reducing the time it takes to invoice our customers and empower delivery drivers with the latest account status at the time of delivery to help us cut down on past due accounts. We had

We needed to dump paper logs while limiting the number of devices used by our drivers...

*Francesca Labate
Field Administrator*

The solution

- Memor 10; a rugged Android full touch PDA
- 2D Megapixel scan engine
- Wireless charging system for ultra-reliable contactless charging
- One (1) piece swappable battery for the best operating advantage

ambitious goals, and the good news is: Boston Technologies helped us to solve them all, exceeding all expectations," said Labate.

Select Hardware that really Keeps Up

First Choice Coffee Services needed a package with comprehensive functionality, from route management of direct store deliveries (DSD) to full connectivity to their ERP system for inventory levels and customer account information. Boston Technologies HHMgr Mobile Route Software was a perfect match. And they needed the right hand held device to deliver the level of service with the lowest total cost of ownership (TCO).

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Joe Moniz

President, Boston Technologies

“Finding the right hand held solution was essential for us to provide First Choice Coffee Services a tool that would exceed every aspect of their DSD Services and reassure them that their investment is for a future-proofed technology solution,” explained Joe Moniz, President of Boston Technologies. “To avoid any loss in market share and losses in sales of current or potential new customers, the new technology implementation needed to be fast and seamless.”

Boston Technologies engineers evaluated a host of hand held solutions, before settling on the Datalogic Memor™ 10 PDA. In addition to offering 3x faster operations over the nearest competing enterprise level solution, contactless charging and internal battery management applications are valuable features that help increase the lifetime and operation of the devices. The evaluation was perfect: First Choice Coffee Services now has virtually 100% uptime since deploying the units across their 300 delivery routes spread across 60 North American distribution centers.

“The 2D imager built into the device now allows our drivers to scan codes from longer distances with higher speed and accuracy, which makes them more productive,” adds Moniz. “The Android platform is easy for the drivers to learn and understand, eliminating any need to retrain drivers on their daily operations. At the same time, drivers can, through the HHRmgr Mobile Route Software integrated in the Memor 10 PDA, instantly check customer accounts, inventory, reorder and provide digital invoices and receipts from the field, eliminating the need for a mobile printer. And, of course, Datalogic devices also make excellent cell phones, eliminating the need for First Choice Coffee Services to pay for a separate cell phone for each driver.”

According to Moniz, reducing the number of devices carried by each driver from three to one saves First Choice Coffee Services close to \$100,000 in hardware acquisition costs, and an additional \$10,000 per year in annual replacement costs. At the same time, support calls from field service personnel have dropped by 95%, while payables are arriving on average one week sooner than before thanks to digital invoicing and receipts.

“Overall, results have shown an immediate and significant cost savings, improvement on operations, increase in driver efficiencies and an immediate return on investment,” Moniz said. “First Choice Coffee Services can maintain the leanest of replacement mobile device inventories, lowering annual operation costs and simplifying maintenance requirements by leveraging a service plan from Datalogic that guarantees two-day delivery for any repair or replacement items.”

Learn more:
www.datalogic.com



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