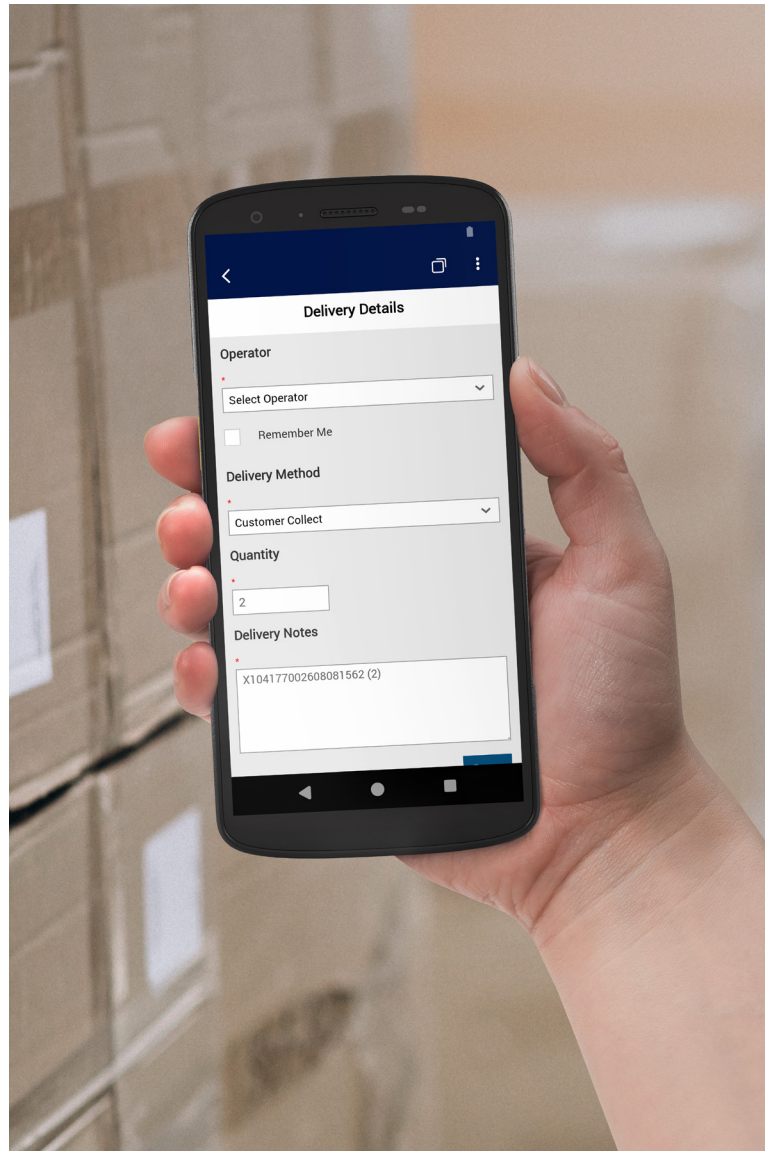


Proof Of Delivery Solution

Efficiency Through Digital Delivery Transformation



The client, a premier independent industrial tool and parts supplier that stocks over twenty thousand parts for service trades and engineering companies, were experiencing challenges tracking shipments and deliveries.

The Situation:

Real-time visibility of your supply chain is critical in delivering efficiency and productivity gains to your customers and ultimately enhancing their experience.

The client decided to digitise their Proof of Delivery process as a natural step toward improving customer satisfaction and reducing delivery issues.



The Challenge

Delivery information was being collated and reported manually after the delivery had been completed. There was inherent loss of data fidelity associated with each record. When service staff received a delivery query from their customer prior to the delivery information being received in the office, it would often result in an additional day of processing time to respond. This impacted the client's ability to deliver the customer service and satisfaction they aspire to. It also resulted in additional time, effort and expense being incurred in redressing reported issues.

By implementing a digital *Proof of Delivery* solution, the client sought to address these challenges at the time they occurred, empowering staff with the necessary tools and data to achieve this goal.

The solution had to handle multiple delivery methods:

- 1) Collection at the client's premises by their customer
- 2) Deliver to customer sites using the supplier's trucks
- 3) Deliver to customer sites via an independent courier
- 4) Goods being delivered to site by employees using their own vehicle

Due to the industries and markets the client services, some customer sites contained no communication coverage, preventing the solution from operating totally on-line. The solution had to be capable of operating in both the online and offline states.

As devices were being operated in these geographically remote locations, it was essential they utilised a Mobile Device Management ('MDM') solution for their ongoing support.



Client requirements:

- Paperless
- Collated report system
- Instantly access data
- Work online and offline
- Speed of incident reporting
- Speed of service
- Geo-location reporting
- Mobile Device Management
- Delivery proof photography
- Quicker customer support
- Delivery incident report

The Unique Micro Design Solution:

The client approached Unique Micro Design (UMD) to investigate a way to address the challenges they faced in digitising their Proof of Delivery process.

After consulting with the client to identify the key issues and challenges, UMD was able to determine and offer a comprehensive end-to-end solution, able to work within all environments and situations the system was likely to encounter.

This solution comprised of multiple Zebra TC27 industrial mobility scanning devices, communicating back to a cloud service, storing delivery data and images within the client's own cloud infrastructure. The ruggedised devices provided the perfect infield product on which to operate the solution. To support, maintain and secure the devices, UMD selected and implemented SOTI MobiControl, an industry leading product designed to solve the challenges associated with the use of mobility devices.

Paired to these devices, UMD implemented SOTI Snap application. Snap offered a rapid application development platform, which UMD utilised to develop and deploy the Proof of Delivery. Snap included the necessary functionality to operate in both on-line and off-line communication modes, geolocation service reporting, as well as to integrate with the clients on-premise servers.

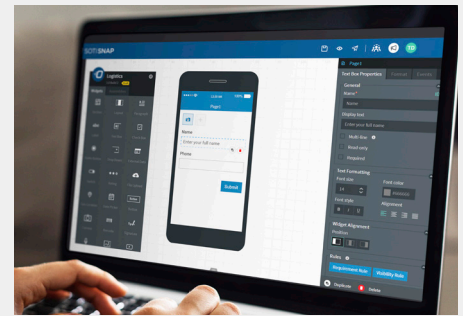
To simplify access to the client's report data, UMD developed a bespoke reporting tool that provided staff members with a simple and intuitive web-based console, where staff could access and send delivery reports in quickly whilst addressing their customer queries.



Immediate Results

In the weeks following implementation, the solution delivered great value to the client, processing over one and half thousand deliveries and locating thousands of dollars worth of goods delivered to an incorrect location.

The client achieved efficiency and customer satisfaction by modernising their delivery process.



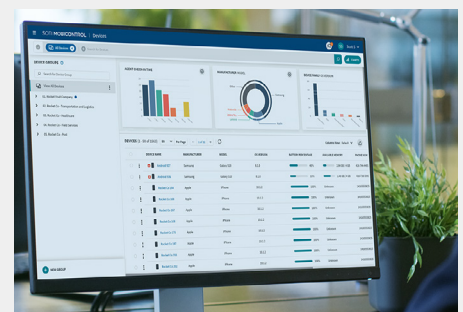
Software Development: Unique Micro Design

- Mobile Proof of Delivery Application
- Proof of Delivery Cloud Service Setup and Configuration
- On site Service Setup and Configuration (Database, SFTP)
- Custom Reporting Console
- Professional Services and Support



Hardware: Zebra Technologies

- TC27 Mobile Device

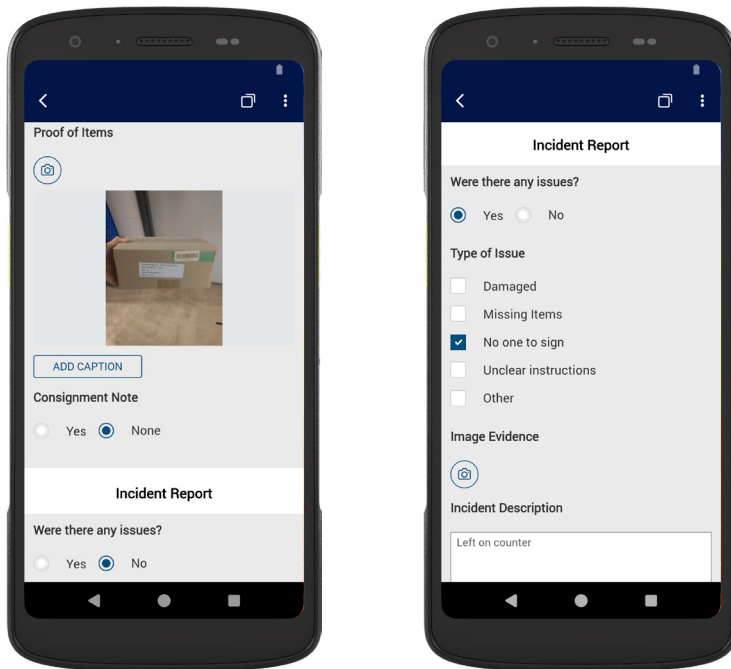


Software: SOTI

- SOTI MobiControl application (Mobile Device Management Platform)
- Snap application (Rapid Application Development Tool and Cloud Services)
- Professional Services and Support

Client Results:

- Improved customer service reporting and efficiency
- Improved speed of incident reporting (close to real-time)
- Self Service reporting console
- Improved speed of service (close to real-time)
- Automated Geo-Location reporting services
- Operations - Delivery metrics



Clearer Insights,
Faster Data Access,
Instantly Actionable.

Get In Touch:

If you require a Proof of Delivery solution or are ready to embark on your digital transformation for your business needs, look no further than Unique Micro Design.

We'll work with you to deliver a solution that meets your needs now and into the future.

About UMD:

Since 1983, Unique Micro Design has been solving customer's needs for productivity improvement through real time visibility and control. By integrating Edgware, IoT and custom electronics engineering, we have delivered innovative solutions, software, hardware and support services that have given our customers a competitive edge.

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