



## About Royal Mail

Royal Mail, the leading provider of mail and parcel delivery services, delivers over 80 million items a day to over 28 million business and residential addresses across the UK.

### Case Study:

## Investment in new technology to improve efficiency and customer service



### Requirements

As part of Royal Mail's investment in new technology to modernise the business, improve efficiency and customer service, while cutting operational costs, they highlighted a specific requirement to improve the Special Delivery and Recorded Signed-for service it offers to its customers.

Robin Dargue, Chief Information Officer at Royal Mail Group, initiated a series of trials across the UK during 2007 and 2008 to test the suitability, compatibility and benefits of a postal digital assistant for both its customers and staff.

### The solution

The Barcode Warehouse was chosen to provision, deploy and support 27,000 of Intermec's rugged, handheld CN3 mobile computers. The CN3 devices are loaded with CoPilot Live Professional software, which enable Royal Mail drivers to take the most efficient route to their destination and also enable customers to see the position of their tracked products in near real-time.



The Intermec CN3

The 27,000 Windows Mobile devices are GPS enabled and are fully integrated with its on-board job despatch, management and proof of delivery application, Delivery Connect, from Blackbay.

The Delivery Connect system has a button which launches CoPilot, which is then automatically populat-

ed with the address details of the destination. On arrival at the destination, the navigation system reverts back to the Delivery Connect for signature capture and proof of delivery.

A signature is now collected on the handheld device which is then sent using GPRS wireless technology to enable sending customers to confirm delivery, and view the signature, within 15 minutes.

The rugged mobile computers, with up to four integrated radios including GPS, enables more expedient processes for the mobile worker through 1D and 2D barcode scanning.

The CN3 handheld also runs Windows Mobile® which supports direct push wireless email giving the Royal Mail users real-time connectivity with the corporate network.

The Barcode Warehouse rolled out the solution at a rate of 2,000 devices per week to postmen and women who deliver guaranteed delivery items by van.

### Benefits

Not only did The Barcode Warehouse deploy the devices to Royal Mail, they are now supporting them with a fully managed mobility service, including helpdesk and asset management, device replacement, repair service and buffer stock. All designed to ensure Royal Mail receive a first class, peace-of-mind solution.

This fully managed solution enables Royal Mail to improve on its current paper-based system for collecting signatures for the majority of its tracked products, including Special Delivery and Recorded Signed For services.