

## Recording information accurately in the field



Field staff using the Symbol SPT1800 to input information

### Requirements

- Field operative solution
- Record information in the field
- Upload information at the end of the shift

### The Solution

- Symbol SPT1800 and SPT1550
- Simple touchscreen technology
- Worldwide support, via Symbol local offices

### Benefits

- Reduced waste and loss of goods
- Support issues dealt with effectively
- Minimum downtime for damaged units

### About Rentokil Initial plc

Rentokil Initial plc is a global business services company employing 94,000 people in 42 countries. It's group annual turnover of over £2.3 billion includes key business areas of hygiene, pest control and parcels delivery.

Within the UK, Initial Textile Services operates from 34 dedicated locations with a fleet of over 400 professional delivery drivers to provide washroom, linen and workwear requirements.

### Requirements

Both Rentokil Initial and Initial Textile Services had a requirement for their field operatives to be able to easily and accurately record information.

They needed simple touchscreen units that were easy to operate as they went about their daily route.

Once their shift was complete, they needed to be able to easily dock the unit and upload the shift information to a central database.

### The Solution

Symbol touchscreen units were identified by The Barcode Warehouse as the most suitable items for the projects. For Rentokil Initial the Symbol Technologies SPT1550 was the choice and for Initial Textile Services, the Symbol Technologies SPT1800 was chosen.

Both units offered simple, user friendly touchscreen technology in a reliable package.

The Barcode Warehouse was able to offer worldwide support, via Symbol's local offices in various countries, making any

service and support issues a pain-free process.

In total the projects encompassed a 3 year rollout with over 4,000 units in total being supplied and supported.

Specific products identified and used for the projects were:

- Rentokil Initial - Symbol SPT1800 handheld touchscreen units.
- Initial Textile Services - Symbol SPT1550 handheld touchscreen units.

### Benefits

Initial Textile Services and Rentokil Initial realised benefits from day one of the project implementation. Wastage and loss of goods were reduced almost immediately.

Any support issues, which might previously have been a logistical nightmare to resolve, are now dealt with quickly and effectively and with the minimum of interruption to the daily business of the operatives involved.

