



## Nationwide performance monitoring



The Opticon OPL 9723/R data collector used by Royal Mail staff to help measure quality of service

### Requirements

- Measure collection reliability
- Measure collection punctuality
- Monitor pillar-boxes, Post Office Counters, customer premises

### The Solution

- Customised Opticon OPL 9723/R data collectors
- Supply 17,000 devices over 17 weeks
- Complete project management

### Benefits

- Service quality reporting throughout the UK
- Timely management information
- Improved customer service



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### About Royal Mail

Royal Mail is the household name that collects, processes and delivers over 82 million items to 27 million addresses every single day.

### Requirements

During the past eight years The Barcode Warehouse has provided a totally client-focused service and commitment to the Royal Mail Group. This pursuit of excellence has earned the company a 'Gold First Class Supplier' award from Royal Mail. This, and a long-standing exceptional service relationship, explains why The Barcode Warehouse was chosen to provide a device to support the Royal Mail's 'Access Barcoding' initiative (ABC).

The objective of the ABC programme was to measure the punctuality and reliability of collections from pillar-boxes, Post Office Counters and customer premises.

### The Solution

The device sourced and developed for this application was an Opticon OPL 9723/R data collector. The final specification included a backlit display, single button keypad and protective case. By working closely with both the manufacturer and Royal Mail, the chosen product delivered the best value for money and achieved all the necessary variables within the trial period.

The total number of devices supplied by The Barcode Warehouse was 17,000. They

were rolled out a rate of 1,000 devices per week from September 2005 through until January 2005.

The entire deal amounted to £4.5m. This included all the project management to source the solution and deliver the hardware to the end user.

Specific products identified and used for the project included:

- 17,000 Opticon OPL 9723/R data collectors

### Benefits

By implementing this device, Royal Mail can determine whether collections have been made early or not at all. This allows the company to regularly report the quality of service they are delivering throughout the country.

They can then use the management information provided by the system to make improvements. This means that the customer enjoys a better quality of service. This benefits Royal Mail through increased business and avoidance of fines imposed by the regulatory authority for performance shortfalls.