



Transparency meets efficiency

Circlon group provides track & trace solution for Hermes delivery service.

CUSTOMER

Hermes Einrichtungs Service GmbH & Co. KG

INDUSTRY

Logistics

EMPLOYEES

Over 500

OUR SOLUTIONS

Circlon I track & trace hardware solutions

“Our delivery process, which we carry out in so-called '2-man handling', is complex but must be optimised in a comprehensible way - for our employees and, of course, for our customers. Circlon Group's Track & Trace solution allows us to do just that.”

HERMES EINRICHTUNGS SERVICE

Numbers, please!

The key data of the project

DATA



Customised

2

man handling

Approx.

850

tours/day

Since

2017

switch to Android

More than

4.300

devices in use

Challenge

In the "2-man delivery process", numerous steps must be carried out exactly in order to avoid disruptions during delivery and the assembly process - even with stand-by personnel. Corresponding instructions to the employees must be clear and comprehensible, the documentation of the processes must be simple and clear. At the same time, customers expect reliable information about the delivery status.

Hermes Einrichtungs Service also attaches importance to saving paper and avoiding manual transmission errors.

SOLUTION

Circlon I group created a catalogue of measures that leads step by step through all processes. With the help of PDAs (Personal Digital Assistants) the complete service process is controlled and recorded on the road by the drivers. Another component of Circlon I group's solution is the dual registration system for drivers and passengers, as well as additional components such as an EC card reader.

ABOUT HERMES EINRICHTUNGS SERVICE

The Hermes Einrichtungs Service (HES) delivers furniture and large appliances to homes throughout Germany. As an on-site service, the employees assemble the ordered goods and connect the appliances. They also dispose of the packaging material and old furniture and appliances.



WHY CIRCLON

Especially with track & trace solutions, it is important to be able to respond flexibly to different requirements. That's why our solutions are designed like a modular system: The building blocks can be selected separately and combined to create an individual solution. This is particularly economical, as only the components that are actually needed are purchased. Modifications and extensions can also be realised cost-effectively in this way. In addition, we regularly update our modular system to the latest state of the art and expand it.

PROJECT HIGHLIGHTS

The new Circlon | group software guides the user through the entire delivery process: Up to two people register as drivers in the warehouse. When loading, the software provides a list of all the goods and tools that need to be taken along. The built-in navigation then leads directly to the destination. About an hour before arrival, the customer is informed about the expected time of arrival. The system saves whether and when the call was answered. In addition, the customer can track their shipment online - with a real-time forecast provided.

If the persons placing the order are found on site, the PDA controls the complete delivery and installation service. At the end of this process, the execution of the services is confirmed directly on the device. In addition, it is possible to pay outstanding invoice amounts directly in cash, via EC or credit card. If no one is available at home, the PDA shows whether the goods can be delivered to a neighbour's house, if this is planned. The corresponding personal data as well as the ID number are recorded in the PDA for complete documentation.

Let us increase the efficiency of
your logistics processes together.

I would be happy to show you
which options are best for you.



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