ZEBRA

SUMMARY

Computacenter

Customer
Computacenter AG & Co. oHG

Industry
Services

Location
Germany / Europe

Challenge
Computacenter needed to upgrade its mobile devices at its premises in Germany, the Netherlands, UK, USA and France. As part of this upgrade, it deployed Zebra VisibilityIQ™ Foresight and is now seeing the benefits of data-driven device analytics for itself and for its customers

Solution
- Zebra MC3300 mobile computers
- Various Zebra accessories including multi-slot ShareCradles, protective boots and holsters
- Zebra VisibilityIQ Foresight

Results
- Reliable, high-performance Android™ mobile devices have led to a significant increase in productivity and efficiency at Computacenter's logistics and integration centres
- Computacenter is starting to see the benefits of the data-driven device analytics delivered by VisibilityIQ Foresight – for example, the ability to maximise device usage and monitor operational productivity
- Having seen the benefits that the solution is delivering for its own warehousing and logistics teams, Computacenter can confidently and knowledgeably recommend Zebra VisibilityIQ Foresight to its own customers

Zebra Technologies VisibilityIQ™ Foresight Proves its Worth at Computacenter's Logistics and Integration Centres: Computacenter Becomes Total Solution Provider

Computacenter PLC is a leading independent multinational technology partner that provides computer services to large corporate and public sector organisations. Computacenter is headquartered in Hatfield, UK, and listed on the London Stock Exchange. It employs over 17,000 people worldwide and provides products and product-related services to customers around the globe. Computacenter recently invested in new, state-of-the-art premises at its Integration Center in Kerpen, Germany, which is both a customer demonstrate site and a working warehouse. It also has other main sites in Hatfield (UK), Gonesse (France), Bodegraven (the Netherlands) and Livermore (USA). Computacenter, a Zebra reseller, partners with many technology manufacturers and delivers 47 million products annually in 70 countries worldwide.

Challenge

Computacenter's previous fleet of mobile devices at its Kerpen site had come to end-of-life. The devices were running Windows® Mobile after the operating system (OS) had been retired, so the company no longer benefitted from support, services or automated management. The dwindling supply of fully operational devices was affecting productivity.

Solution

As a Zebra reseller, Computacenter was keen to deploy a Zebra device and chose the Zebra MC3300 Android™ handheld mobile computer, with a small range of accessories, to deploy at its new, modern premises. As an investment in the long-term partnership with Zebra, Computacenter also deployed the cloud-based service, Zebra VisibilityIQ™ Foresight, to explore ways in which continuous data insights could improve device management.

Following a seamless initial installation at the Kerpen logistics and integration centre, Computacenter decided to also deploy the combined mobility and services solution at its warehouses in the Netherlands, UK, USA and France. Warehousing staff are using an SAP® browser application on the MC3300s for IT and computer hardware goods handling, including inbound receiving, put away, picking and dispatch.

End user feedback has been excellent, with Ralf Kemper, logistics team leader, stating: "Feedback from the team in the areas of picking, staging and put away is 100% positive. The improved performance, reliability and handling of the devices, in terms of weight, design and screen resolution, are particularly important here. To give an idea, we estimate we are, on average, three seconds faster per pick than we were with our previous devices. The devices can also be flexibly staged with Ivanti software, another key factor in us having found the right device for our needs in the long-term storage area."

Computacenter has also started utilising some of the Zebra VisibilityIQ Foresight features and reports, such as Scan Metrics Reports, to track the number of successful scans per device per location. This enables Computacenter to accurately analyse the number of packages handled daily, as well as break down, benchmark and study efficiencies and productivity in different areas. Consequently it can deliver critical business information and plan and remediate accordingly. Computacenter is concurrently using Zebra LifeGuard™ for Android to manage Android security patch status and updates, as well as various reports and features for device repair analysis, battery health and WLAN signal strength.

Having realised the benefits of the modules it is using to date, Computacenter recently organised a full training session on all aspects of VisibilityIQ Foresight, so different business functions, from IT to sales, project managers to logistics, can start using the vast library of device data points for their specific requirements. Today, VisibilityIQ Foresight is analysing and aggregating device performance metrics for all Zebra devices in Computacenter's logistics centres, including the MC3300s and its fleet of Zebra printers.

"We have a very close partnership with Zebra – a partnership which has been further strengthened by this successful deployment. And having seen first-hand how Zebra's world-class devices and services, in this case VisibilityIQ Foresight, are benefiting our business, we are now in the perfect position to explain to our customers how Zebra can deliver significant advantages to their businesses too. It's a win-win situation, as we can show the solution in action. This further underlines our capability to successfully install Zebra solutions at our customer sites."

Steffen Beilmann, Senior Consultant, Computacenter

Results

Steffen Beilmann Senior Consultant, Computacenter, summarises: "This deployment has been a voyage of discovery for us. Though we're just starting to take advantage of the Zebra VisibilityIQ Foresight service, we are already getting business insights and predictive analysis that we've never had before and this information is already benefiting our operations. We are now starting to really understand VisibilityIQ Foresight. For us, the theoretical has been replaced by real-life experience. This relatively small investment in our partnership with Zebra is going to deliver great opportunities." Indeed, being able to showcase VisibilityIQ in action, whether virtually or at Kerpen, is proving invaluable. Computacenter is now, in every sense, a total Zebra solutions and services provider.

To learn more **visit zebra.com**

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