



CURIERO

Curiero invests 500 000 euro in track and trace solutions

Our client's situation

Plans for business growth in an dynamic business environment

The investments in the company's car fleet and personnel, the expansion of the network and the coverage of over 1200 Romanian localities with a lead time of 24 h, the rapid growth of dispatch volume and the automation of the field workers represented a first phase in the evolution of the company towards a leading position aimed to be achieved in 2009. In order to accomplish this objective, Curiero needs to offer every time the best courier services, with no delays, no parcel losses and with no promises they could not keep.

The implementation of a business process automation solution became therefore an extremely important strategic decision for the company's growth plans.

A courier business implies in most cases the centralization and processing of a huge volume of documents. The decision to not implement an automation solution in this business model results in slow and time consuming operations, prone to human error. Today's courier companies require solutions designed to facilitate parcel management and parcel tracing throughout the distribution chain, while at the same time providing real time information on the position of the parcels.

The Curiero challenge

The need for an intelligent solution to sustain Curiero's business objectives represented a challenge through the implementation of an intelligent business process automation solution that would:

- increase courier productivity;
- reduce time and costs of operations;
- reduce system redundancies;
- improve the quality of services, ensuring good response times, accessibility and flexibility;
- improve customer satisfaction;
- enable real time access to the information required by couriers on any dispatch.

The Novensys solution

Business process automation



Novensys for Courier includes an application with features for order transmission between customer call center and courier by means of mobile computers. Order processing is improved through scanning of customer shipping notes, pricing, internal transfer of dispatches between warehouse and couriers, delivery. Furthermore, dispatches can be consolidated by grouping them.

The Novensys solution has easily been connected through an interface to the ERP already existing at the client-company. Data transfer between the ERP application and the Novensys solution is carried out through a GPRS connection for field workers and through cradles for users inside the warehouse.

“Real time dispatch traceability is a sine qua non component of the solutions specially designed for courier companies. It is very important to us to know precisely where a parcel is located, bearing in mind the 24h lead time we promise to our customers. The integrated solution implemented by Novensys addressed our specific business requirements. The way in which the company’s consultants understood the particularities of our business, their know – how in logistics and the in depth understanding of the business processes enabled us to gain competitive advantages – good response times, reduced costs, flexibility and real time identification of every parcel we are entrusted with”, explains Bogdan Cârca, President of the company Curiero.

“A great deal of our success of this implementation we own to the Novensys consultants. We believe that the best competitive advantage we gained, besides their experience and complete solutions, is the engagement of the company’s team up to the full understanding of our business processes: building an integrated, complete solution, not only supplying the equipment”, adds Marius Vâlcu, IT Manager at Curiero.

The integrated information management solution implemented at Curiero greatly simplifies field operations:

- The call center takes orders, records them and transmits them automatically to the field workers through their mobile computer;
- Processes different types of orders: new orders, accepted orders, received orders, rejected orders, cancelled or closed orders;
- Automatically centralizes shipping notes received from customers;
- Allows pricing taking different parameters into consideration – service type, dispatch type, insurance value, payment at delivery, receipt confirmation, weight, distance etc.;
- Internal transfers of parcels from the warehouse to the courier;
- Checkpoint allocation for one or more shipping notes;
- Data synchronization between central database and mobile computer;
- Elimination of the need for manually filling in documentation in field operations;
- Real time identification of the location of any parcel within the distribution chain.

Symbol MC70 from Motorola



Scanners integrated with the information management solution and with the wireless GPRS network. MC70 is an EDA device designed for companies concerned with mobility. MC70 combines durable hardware with laser technologies for data capture, imaging features and extended voice and data communication. The device is centrally managed and enables data capture, transfer and management at the point of activity. Furthermore, the device has a lightweight, ergonomic form factor and withstands daily wear and tear in various difficult environments (it can withstand frequent drops to concrete, and is sealed against dust and moisture).

MC70 offers an advanced technology platform – it includes the latest Intel processor delivering desktop, the newest Microsoft operating system specially designed to address mobility requirements. All these provide the user with advanced memory management functions, security capabilities and push email.

MC70 is compliant with high speed EDGE networks based on the GSM standard for wireless communication. Furthermore, thanks to a good collaboration between Symbol and wireless network operators (amongst which we find Cingular Wireless), MC70 can offer global coverage for voice communications, as well as high data transfer rates, enabling the use of complex business applications and keeping security and the company desired level.

The device can also be connected to wireless LANs within the company through 802.11a/b/g, allowing users to benefit from convergent voice and data communications, enabling improved control over WAN network usage and over the cost generated by those networks. Thanks to the wireless PAN capability of the device available through Bluetooth, users can connect a broad range of cordless accessories allowing for even greater productivity.

Novensys also offers support and maintenance services for this solution to ensure an extended lifecycle and maximized performance in operation.

Benefits for our customer

Curiero gained reaction speed, efficiency, fast processing, customer satisfaction, tracing of any parcel within the distribution chain, reduction of human error, elimination of delays or losses in parcel shipping.

The implementation of the intelligent solution by Novensys led to:

- Better receipt/delivery times for couriers;
- The increased number of parcels received by the courier in the same amount of time;
- Increased receipt time intervals for customers;
- Dispatch traceability and real time tracing;
- Better response times for customer requests;
- Better work conditions through the implementation of a sortation guide;
- Fast dispatch consolidation.



“Novensys offered Curiero the flexibility it required as a business facing a rapid growth. Curiero increased its field workforce productivity by implementing a solution that integrates multiple features in a single device, with greater durability than any other common device”, says Bogdan Cârçu.