Value Logistics Accelerates Delivery Solutions with AirWatch

The Client

When companies throughout Sub-Saharan Africa and South Africa need packages delivered expediently and reliably, they frequently turn to Value Logistics, a subsidiary of the Value Group that provides supply chain solutions for many of South Africa's leading brands. With approximately 350 000 square meters of warehouse space, a centralised national distribution center and integrated IT systems, the company is a leading supplier of merchandise transport, warehousing, distribution and logistics solutions.

The Challenge

Prior to today's proliferation of mobile devices in the workplace, customers did not expect real-time information on the whereabouts and projected delivery date of their packages. Now, customers want to know the exact location of their parcels at all stages of the delivery process. To respond to this customer demand, Value Logistics needed to improve the way it processed delivery information.

To meet the needs of their clients and streamline the delivery process, Value Logistics sought an enterprise mobility management (EMM) solution that would allow the company to manage its entire mobile device fleet, facilitate call center communication during emergencies and track the whereabouts of drivers. Value Logistics also wanted the solution to support its consumer-facing mobile app, which enables clients to monitor the delivery status of packages in real-time. After evaluating a number of EMM solutions on the market, Value Logistics selected AirWatch® by VMware® to manage its device fleet.

Solution Overview

- Client: Value Logistics
- Industry: Transportation
- Geography: South Africa
- Features: MDM, MAM
- Devices: 450+

The Solution

As a first step in its mobility initiative, Value Logistics deployed 450 AirWatch-managed Android devices to its delivery drivers. To limit driver distraction, devices are completely locked down so the only resources drivers can use are an internal business application called Mobile Solution and a navigation tool. The IT team uses AirWatch® Mobile Application Management to push down the in-house application for drivers and warehouse supervisors to track packages throughout the delivery cycle. In the event that a delivery is rejected, the system will automatically send an email to the driver's supervisor so action can be taken to get the package to its destination.

"AirWatch has greatly improved productivity of our workflow. Now, we can track information in real-time, which significantly streamlines the whole delivery process for both the drivers and customers," explained the Head of IT Projects Belinda Jonker. The Mobile Solution app also enables drivers to contact Value Logistics communication centres in case of an emergency. If drivers have a flat tire or a disabled delivery truck, they can use a "Help" button within the application to send an alert that assistance is needed.

"Before using AirWatch to push the Mobile Solution app to devices, we were limited in our ability to obtain delivery statuses in real-time," said Jonker. "With AirWatch, we are immediately notified through our Mobile Solutions application of potential issues and we can resolve these with expediency." Customers also benefit from Value Logistics' devices managed by AirWatch. The customer package tracking application syncs with Value Logistics' systems, enabling customers to view delivery information, receive SMS or email notifications about completed or failed deliveries and view images of stock being delivered or collected.

> "AirWatch has greatly improved productivity of our workflow. Now, we can track information in real- time, which significantly streamlines the whole delivery process for both the drivers and customers."
>
> – Belinda Jonker
>   Head of IT Projects
>   Value Logistics