

HONEYWELL EXPRESS ONE CASE STUDY

Case Study

“The new NFC based payment system allowed us to streamline our cost structure with lean asset deployment: We were able to eliminate the usage of separate card payment terminals, resulting in a decrease of system fees and administrative cost. The convenience increase in the daily routine has been recognized by many couriers who provide positive feedback on using the Honeywell CT40 handheld device.”

– PETER PESZTERICZ, MANAGING DIRECTOR
AND CEO, EXPRESSONE

Honeywell

OVERVIEW

Express One is a parcel logistics company and has been a subsidiary of the Austrian Post family for 15 years. Based in Budapest, Hungary, Express One contracts 600 couriers who are responsible for delivering 50,000 consignments a day. Utilizing a hub-and-spoke model of operation, Express One can manage the successful delivery of hand-movable parcels, documents and palletized goods to businesses and customers. Express One partnered with Honeywell, Ruban AG and Global Payments Europe to develop a comprehensive solution that enhanced their couriers' workflows and be able to accept contactless payment. The solution reduced the multiple devices the couriers were using to one form-fit device and application.

BACKGROUND

Express One has experienced immense growth in parcel delivery, with volume growth up 20% year over year, which resulted in nearly 12.9 million parcels being delivered throughout 2021. In 2022, they are excited to begin the expansion of their central hub in Budapest and for the successful installation of a new automatic sorting system, which is estimated to double the capacity of parcels processed during their night shift.

BUSINESS NEED

Express One experienced an exponential increase in customer demand throughout the global health crisis. With their customers staying at home and ordering more goods online, Express One's fleet of 600 contracted couriers stayed busy completing the successful delivery of parcels.

During their delivery workflow, the couriers would use a variety of devices – including scanners, mobile phones and payment terminals – to scan, record and collect payment during the delivery. These devices, however, posed limitations such as connection issues that would impact productivity and diminish the customer experience. Additionally, the payment terminals were non-industry



specific devices, were not form-fit for the couriers and were not meeting Express One's reliability expectations. Finally, like many eCommerce customers worldwide, Express One's customers wanted an option for contactless delivery and payment methods, which was unavailable with Express One's current devices.

These issues meant that couriers were losing precious time when their devices failed during a delivery. In parcel logistics and last-mile delivery operations, making sure that couriers are equipped with reliable devices is critical to keeping them on route and on time.

To continue providing a high-level of service to their customers, Express One realized that they would need to utilize an industry-specific device that was form-fit for their delivery operations and flexible to meet customer demands. With a 24/7 operation, Express One needed a device that could be deployed without leading to downtime due to training, configuration and network set up; they also required the device to be easily configurable and offer a low barrier to entry for end user familiarization. Express One also needed a device that would allow their couriers to accept contactless payment from their customers, enhancing the overall delivery experience.



Honeywell CT40 and SoftPOS™



Honeywell CT40 Mobile Scanner



SOLUTION

After embarking on an extensive search for enterprise devices, Express One determined that the Honeywell CT40 was the right solution for their needs.

The CT40 handheld computer allowed Express One to deploy a single device that can accurately scan information on a parcel, contact a customer and be configurable to third-party applications. The CT40 is a sleek, enterprise-class, full-touch and rugged device designed for transportation and logistics operations.

The CT40 benefits by being built upon the Honeywell Mobility Edge™ platform, which is a durable, stable and secure platform that offers an extended lifespan for devices. As an Android device, the CT40 protects Express One's investment and maximizes their return on investment by being able to receive support through the next five generations of Android. Designed to be rugged, ergonomic and lightweight, the CT40 is meant to endure harsher conditions than many other mobile phones or computing devices.

With the CT40's ability to be easily configured, Express One partnered with both Rubean AG and Global Payments Europe, leaders in the

development of payment solutions, and found a point-of-sale software solution that would allow couriers to accept contactless card and tap-to-pay payments upon delivery: SoftPOS™.

SoftPOS™ by Rubean AG enables any merchant with an Android device to download the application and start taking contactless payments immediately. The tap-to-pay function also allows for quicker more efficient transference of payment information. SoftPOS™ gave Express One a safe, practical and inexpensive way to accept card payments anywhere.

SoftPOS™ operates as a closed application that talks seamlessly with Express One's payment systems and to the Honeywell CT40, providing quick feedback of a successfully received payment. Together, the application and the device allowed Express One to optimize the time couriers spent during the final steps of a delivery.

Why Honeywell

- Honeywell CT40 handheld mobile computer offers a rugged, enterprise-grade mobility device that condensed several devices into one configurable, form-fit solution.
- Built on Android and Honeywell Mobility Edge™ platform, the CT40 is built on a durable, stable and secure platform that will help lower Express One's total cost of ownership and helps extend their investment.
- The CT40 was easily configurable and could be quickly modified to host third-party solutions, such as contactless card payments.

Why SoftPOS™

- Since its introduction, SoftPOS has been acknowledged as a "Best of Breed" solution:- Market-proven, it offers class-leading functionality and levels of support, all made available through Global Payments Europe.
- SoftPOS™ by Rubean allowed Express One to deploy a secure and efficient payment software that could be loaded onto the CT40 giving couriers the ability to accept contactless card payments.

- Express One can configure SoftPOS™ to fit their future needs as demand grows.

Why GPE

- Global Payments Europe offers a world-class suite of payments services and a wealth of leadership and guidance within the digital payments arena.

RESULTS

Within a few months, Express One was able to quickly configure 850 Honeywell CT40 devices with Rubean's SoftPOS™ payment software and deploy them into the field. The feedback from the couriers was immediately positive. They no longer had to handle multiple devices on their route and were able to successfully accept the contactless payments from their customers.

Additionally, the CT40's sleek and user-friendly design allowed couriers to become quickly familiarized with device, limiting training downtime. When Express One required troubleshooting with any given device, Honeywell solutions experts were able to quickly help them through challenges and get the device and courier back on route.

LOOKING TO THE FUTURE

Express One's customer demand continues to grow rapidly, and the company is looking forward to being able to increase their production value through expansion and automation. As they grow, they can rest assured that the Honeywell CT40, equipped with Rubean's SoftPOS™ mobile payment solution, will support their endeavors. With their Android-based device, Express One will be able to seamlessly host other programs that help optimize their workflows.

Additionally, Express One has the potential to realize greater productivity savings and achieve more deliveries per day with the faster payment process. They can now drive better customer experience and engagement with fewer connectivity disruptions. Furthermore, Express One will be able to quickly equip seasonal couriers with the SoftPOS™-configured CT40 device without having to furnish multiple payment devices or extensive training.

Finally, Express One has the potential to achieve an enhanced return on investment by replacing their payment devices with the CT40, which offers rugged reliability, and a payment software that is ready for the future.

QUICK FACTS

- **Company:** Express One (Budapest, Hungary)
- **Website:** <https://expressone.hu/>
- **Partners:** Honeywell, Rubean AG (<http://www.rubean.com>), Global Payments Europe
- **Solutions:** Honeywell CT40 handheld computer, SoftPOS™ by Rubean AG

"The GPE/SoftPOS solution, which runs perfectly on Honeywell's devices, offers a truly "ALL IN ONE" solution for taking of payments on their PDA devices.

I'm delighted that our collaborative efforts delivered such an innovative solution for Express One to replace their previous mPOS devices, needing only 1 device to serve the needs of their couriers."

**– KAREL JARA, EXECUTIVE DIRECTOR, VP
PRODUCT MANAGEMENT & INTEGRATION, GPE**

"The industry standard for software-based payment terminals ("SoftPOS") was originally designed to enable small/micro-merchants to accept card payments. Our successful collaboration with Global Payments Europe, Express One and Honeywell proves that major enterprises can equally benefit from our SoftPOS solution."

– HERMANN GEUPEL, CEO, RUBEAN

For more information

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