

ENHANCING GLOBAL FREIGHT FORWARDING OPERATIONS WITH HONEYWELL SOLUTIONS

Case Study



THE CHALLENGE

In the vast and complex world of logistics, a leading multi-modal freight forwarding company has made its mark by delivering a diverse range of products across numerous countries around the world. With operations running by air, land, and sea, this global enterprise faced challenges in gaining visibility and control over its extensive worldwide operations. As the company expanded and integrated new acquisitions, the need for standardized hardware, services and software solutions became essential to streamline processes, enhance efficiency, and improve overall performance.

The freight forwarding company recognized that operating with disparate technologies and systems across various countries was negatively impacting its ability to achieve operational excellence. They needed global standards and solutions that would provide efficient workflows, visibility into their entire enterprise, and lower costs.

COLLABORATION WITH HONEYWELL

To address these critical challenges, the multi-modal freight forwarding company engaged Honeywell Productivity Solutions and Services (PSS), attributable in part to the organization's strong internal experience with the freight forwarder's global business unit. Understanding the intricacies of their operations, Honeywell PSS listened intently as the company voiced its concerns and articulated specific needs. The result was a comprehensive, innovative solution suite aimed at improving the company's end-to-end operational efficiencies with global standards. The Global Account Management strategy played a critical role in achieving the customer's objectives.

THE SOLUTION DEPLOYMENT

With clear objectives and a defined collaboration framework, the freight forwarding company decided to deploy over 15,000 units of various Honeywell products and solutions to optimize their end-to-end operations.



Honeywell



After extensive testing with various Warehouse Management Systems in many countries worldwide, a global approved product list for hardware and services was released. The hardware and services are locally purchased and delivered by selected Honeywell Resellers. All licensed software (Soti, Seagull Bartender) are distributed to their local facilities via the freight forwarder's headquarters. This improved visibility and control over their local facilities.

HONEYWELL SOLUTION:

1. CK65 & CK67 Handheld Mobile Computer: With its robust design, this keypad device provides workers with durable, high-performance devices for real-time data capture and communication.
2. CT45 Mobile Computer: This touchscreen device equipped employees with powerful capabilities, enhancing tracking and delivery accuracy in logistics processes.
3. CW45 Wearable Mobile Computer with 8675i: Designed for hands-free operation, the CW45 with 8675i allows staff to focus on tasks while ensuring seamless communication and data entry.
4. VM1A Rugged Tablet with Granit Scanner: Ideal for control centers and vehicle-based operational tasks, the VM1A tablet provided a secure platform for data management and analytics, contributing to improved operational oversight.
5. PC45, PD45, PX65 Label Printers: These printers enabled swift label creation, ensuring proper documentation across the shipping process, which contributed to better product handling.
6. RP4f Mobile Printer: The RP4f facilitated on-the-go printing, allowing for immediate label and documentation needs during transport operations.
7. 5-Year Gold Service Contract: The company opted to cover their deployed mobility devices with Honeywell Managed Mobility Services Gold Contract, fixed price protection, with optional renewals, cleaning and preventative maintenance, telephone-based tech support, and convenient online return authorization requests and access to service history reports.

For more information

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RESULTS

The integration of Honeywell's advanced technology helped to transform the freight forwarding company's operations. They realized enhanced visibility through standardized hardware and services, improved efficiency and streamlined workflows, faster decision making with real-time data collection, and reduced downtime.

In addition to the solution suite, Honeywell PSS introduced a comprehensive global collaboration framework focused on ease of doing business. This strategic approach established a dedicated point of contact, ensuring that the company received timely guidance and expertise wherever they operated. It also included the creation of a global support team dedicated to assisting the company in its operations across all countries where the customer is located. Furthermore, Honeywell created a global price book that simplified the procurement process for new solutions, allowing the company to efficiently deploy necessary technologies without bureaucratic delays.

By standardizing hardware and services, introducing a global collaboration framework, establishing a dedicated global support team, and deploying advanced Honeywell products, the customer has positioned itself for sustainable growth in a dynamic logistics landscape.

Honeywell