


# Norway Post gains access to real-time information to improve customer service and lower costs

## CASE STUDY

CUSTOMER PROFILE	
<b>Company</b>	Norway Post Biskop Gunnerus gate 14, Norway 
<b>Industry</b>	Postal service
<b>Symbol solution</b>	<ul style="list-style-type: none"><li>• MC70 enterprise digital assistants (EDAs)</li><li>• Handheld with integrated GPRS/GSM/EDGE/WLAN/Bluetooth/Imager</li><li>• WS2000 wireless switches</li><li>• WS5100 wireless switches</li><li>• AP300 access points</li><li>• Mobility Services Platform (MSP) management software</li><li>• Services contract</li></ul>
<b>Partners</b>	<ul style="list-style-type: none"><li>• Transware (software provider)</li><li>• Captura AS (distributor)</li></ul>
<b>Partner solution</b>	Customised tracking and tracing software
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Improves delivery processes</li><li>• Gives better visibility into package delivery status and operations</li><li>• Increases responsiveness to customers</li><li>• Saves costs due to all-in-one device functionality</li></ul>

## Company overview: Norway Post

Norway Post, a nationwide postal service with more than 20,000 employees, is one of Norway's largest companies. Its business concept is to deliver complete communications and logistics solutions across four segments: postal service, express delivery, logistics and electronic services.

Its express segment provides domestic and international courier services for parcels and express-related logistics solutions through Posten in Norway and through Box Delivery and PNA Nordic Logistics (PNL) in the Nordic countries. The logistics segment offers cargo, temperature-regulated and air and sea transport solutions as well as third-party logistics solutions. Norway Post is represented in this segment by its subsidiaries Nor-Cargo, Box Solutions and Nettlast AS.

## The challenge: Improve customer service while saving costs

Norway Post was looking to update its tracing and tracking system by replacing its old PDT3100 mobile computers with a more innovative device. The company needed more access to information in real time, and its goals were to provide customers with a more efficient service while reducing costs.

*"We chose Captura and Symbol based on their good offer, their innovative and future-oriented hardware and connection software, and their impressive references."*

— Johan Ronæs, chief technology officer and chief information officer, Norway Post

## The solution: Complete enterprise mobility solution transforms business operations

The solution, worth approximately NOK 77million (~€10million/12.7million USD) includes more than 6,000 MC70 EDAs, a service contract, WS2000 and WS5100 wireless switches, AP300 access ports, and Symbol's mobility services platform (MSP) for increased visibility and control.



— Johan Ronæs, chief technology officer and chief information officer, Norway Post

Among the units' accessories are docking stations for inside both cars and trucks. The solution is being delivered with wireless networking, so it will use GPRS/GSM/EDGE in the field and WLAN at the terminal. The MC70 EDA combines a cell phone, PDA, computer, bar code scanner and imager into a single device for mobile use on the job. Compact and rugged, the product is designed to withstand the daily hardships of practically any working environment. It is also enabled for unlimited wireless voice and data communications with WAN/LAN/PAN, including superior voice functionality, advanced data capture and compatibility with all applications.

*"Their investment in online terminals made them a better and more innovative logistics partner for customers who require access to information in real time. With this delivery, Norway Post takes a step closer to becoming a leading logistics integrator in the market."*

Johan Ronæs, chief technology officer and chief information officer,  
Norway Post

"We chose Captura and Symbol based on their good offer, their innovative and future-oriented hardware and connection software, and their impressive references," says Johan Ronæs, chief technology officer and chief information officer for Norway Post. "Their investment in online terminals made them a better and more innovative logistics partner for customers who require access to information in real time. With this delivery, Norway Post takes a step closer to becoming a leading logistics integrator in the market."

Norway Post can now be a truly mobilised postal enterprise — improving access to real-time business-critical information on the move, driving up efficiency and providing its customers with a leading-edge postal service.

The greatest advantages of this solution stem from real-time access to information. The solution includes a real-time tracing and tracking system that allows Norway Post drivers to plan the quickest routes to their delivery destinations via GPS. Customers can even use a bar code to view exactly where their goods for delivery are located, which improves customer service. And, the MC70 gives the mobile workforce all it needs to assist the workforce to achieve high productivity — whether out in the field, in the warehouse or checking orders.

## About Symbol Technologies

Symbol Technologies, Inc., The Enterprise Mobility Company™, is a recognized worldwide leader in enterprise mobility, delivering products and solutions that capture, move and manage information in real time to and from the point of business activity. Symbol enterprise mobility solutions integrate advanced data capture technology, mobile computing platforms, wireless infrastructure, mobility software and world-class services programs. Symbol enterprise mobility products and solutions are proven to increase workforce productivity, reduce operating costs, drive operational efficiencies and realize competitive advantages for the world's leading retailers, transportation and logistics companies, manufacturers, wholesale and distribution centers, government agencies and healthcare facilities. More information is available at [www.symbol.com](http://www.symbol.com)



**Corporate Headquarters**  
**Symbol Technologies, Inc.**  
One Symbol Plaza  
Holtsville, NY 11742-1300  
TEL: +1.800.722.6234  
+1.631.738.2400  
FAX: +1.631.738.5990

**For Asia Pacific Area**  
**Symbol Technologies Asia, Inc.**  
(Singapore Branch)  
Asia Pacific Division  
230 Victoria Street #12-06/10  
Bugis Junction Office Tower  
Singapore 188024  
TEL: +65.6796.9600  
FAX: +65.6796.7199

**For Europe, Middle East and Africa**  
**Symbol Technologies**  
EMEA Division  
Symbol Place, Winnersh Triangle  
Berkshire, England RG41 5TP  
TEL: +44.118.9457000  
FAX: +44.118.9457000

**For North America, Latin America and Canada**  
**Symbol Technologies**  
The Americas  
One Symbol Plaza  
Holtsville, NY 11742-1300  
TEL: +1.800.722.6234  
+1.631.738.2400  
FAX: +1.631.738.5990

**Symbol Web Site**  
For a complete list of Symbol subsidiaries and business partners worldwide contact us at:  
[www.symbol.com](http://www.symbol.com)  
**E-mail**  
[info@symbol.com](mailto:info@symbol.com)



CS-NORWAY POST 10/06

Part No. CS-NORWAY POST Printed in USA 10/06 © Copyright 2006 Symbol Technologies, Inc. All rights reserved. Symbol is an ISO 9001 and ISO 9002 UKAS, RVC, and RAB Registered company, as scope definitions apply. Specifications are subject to change without notice. Symbol® is a registered trademark of Symbol Technologies, Inc. All other trademarks and service marks are proprietary to their respective owners. For system, product or services availability and specific information within your country, please contact your local Symbol Technologies office or Business Partner.