

CASE STUDY

MOTOROLA AND DATAPHONE AG PROVIDE THE PERFECT FLEXIBLE, INNOVATIVE SOLUTION TO MEET VOLG KONSUMWAREN AG'S BUSINESS GOALS



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VOLG KONSUMWAREN AG

Volg Konsumwaren AG is responsible for the marketing for all Volg shops. As a specialist in small food retail outlets, Volg offers about 5000 product lines, is responsible for consumer communication and ensures an efficient logistics system and reliable point of sale delivery for approximately 550 Volg shops, 270 franchises and over 50 filling stations.

The modern distribution centre at Winterthur supplies these outlets with a full range of dry products and almost half of the Volg stores with fruit, vegetable and other fresh produce. Fresh products are delivered to the remaining stores from refrigerated warehouses in Landquart and Suhr.

The Volg Group posted sales of 1,273 billion Swiss francs in 2008.

CUSTOMER PROFILE

Company

- Volg Konsumwaren AG
- Switzerland: Head Office in Winterthur

Industry

- Logistics – Retail

Motorola Products

- WT4090 – and ring scanners or headsets – 380 units
- MC9090 – 40 units

Other Products

- Logis Online Pick by Voice, second Generation
- WLAN

Partner

- Dataphone AG



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“Our employees now work efficiently with a single device for scanning, touch screen and voice picking. Our supply quality has significantly improved, we have increased productivity and reduced costs. Our aim is to have our logistics operations running at a 0.02% error rate; currently operating at a 0.07% rate, we are already very close to achieving this goal.”

Stefan Näf
BL Projects/Processes, Volg Konsumwaren AG

A VERSATILE SYSTEM TO MEET VOLG'S BESPOKE REQUIREMENTS

Following a nationwide tender, Volg chose Dataphone AG as its partner in the modernisation of its warehouse logistics, which had previously been managed by a combination of offline mobile computers and paper based processes. Volg chose Dataphone AG principally for its modern software Logis Online, and its complete mobile computing package. This comprises the provision of wireless LANs in warehouses, mobile management stations, printers, scales, and handheld computers to help the company eliminate errors in its warehouse processes.

A UNIQUE COMBINATION

Running Logis Online and Pick by Voice software on Motorola's WT4090 wrist or belt mounted wearable terminal, employees can select the most suitable method to manage picking be it voice picking, touchscreen or scanning, whilst keeping their hands free for goods handling.

In dry and chilled products, warehouse staff usually employ voice picking exclusively, although non-native speakers benefit from the accompanying screen display. But in fresh products and meats, the combination of voice and scanning and touchscreen is key, as not all information, for example weights or price codes, can be recorded through voice recognition.

To support highly efficient picking, the picker has visibility on the location of the next two bins they need to pick from so reducing time wastage or misdirection.

Application(s)

- Picking – WT4090
- Incoming goods and storing – MC9090

Benefits

- **Improving customer service significantly and reducing costs:** increased accuracy of picking leads to reduced costs and improved customer service. The level of complaints has fallen by over 50%
- **Better inventory management:** in a strongly seasonal business real-time flow of data and optimal resource planning are critical to the business
- **Return on investment:** within one year
- **Significant reduction in administration and paperwork:** through computerisation of warehouse processes
- **Flexible, efficient hardware to suit Volg's requirements:** managing picking and scanning through one lightweight, easy to use device, helps employees drive-up productivity



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CONVINCING RESULTS LEAD TO FURTHER DEPLOYMENT

Following the successful implementation of the computerised picking system for dry goods, the system is now also being implemented for fresh produce. Volg Konsumwaren AG will rollout the hardware and software to all further warehouses before June 2011.

DATAPHONE AG

Dataphone AG was founded in Zürich in 1986. Dataphone AG was one of the first companies in Switzerland to offer mobile data acquisition systems for the retail market. The rapid development in mobile technology allowed for a swift business expansion, with branches in Austria, Slovakia and Germany being set up in 1992, 2002 and 2005 respectively.

Dataphone AG offers a comprehensive range of branch and logistics systems solutions for, such as inventory management and branch management systems. It supplies software, hardware, network components, systems integration as well as a diverse range of services from systems concept through turnkey delivery. The group now has approximately 45 employees and achieved a total turnover in the region 15 Million Swiss francs in 2009. It counts Globus, Interio, Valora, Belimo, ABB, Tesco, Schlecker, Schenker and BMW, as well as numerous local leading retail and industry concerns amongst its clients.



For more information on how the WT4090 can boost worker productivity and the MC9090 can streamline your data capture processes, please visit us on the web at www.motorolasolutions.com or access our global contact directory at www.motorola.com/enterprisemobility/contactus

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