

Omniva – parcel deliveries up 60%, more contactless handovers

Depot staff and couriers use Datalogic's rugged Memor™ 10 PDA for fast, flexible e-business services through chilly Baltic winters



Omniva began as a traditional postal service. Today it is a successful international logistics company with 700 vehicles and 1,000 couriers with a modern postal service providing electronic billing, document delivery and correspondence services. With its experience in logistics and the e-commerce value chain, Omniva has grown to become a €135 million business.

Objective

A reliable device for Omniva's parcel sorting facilities and couriers that would withstand temperatures as low as -30 °C

Approach

Find the best solution by testing four best-selling devices for reliability and performance, including tests in the deep freezer

Technical requirements

- 5" graphic display
- 4G cellular connection
- Camera
- Read 2D barcodes

E-business and contactless deliveries increase in 2020

Omniva had already invested in its infrastructure to grow and this paid off when Coronavirus arrived, as their e-commerce and parcel deliveries grew by 60%. They simply increased their deliveries and contactless handovers to get the larger volume of parcels to customers just as quickly.

Omniva is a modern logistics business that delivers to post offices and parcel lockers as well as customers' homes. Their e-commerce partners can therefore offer a choice of delivery method, and every parcel is tracked by its barcode so that the customer knows when it will arrive.

Omniva's staff and couriers had been using Samsung and Ulephone

phones to scan the packages, even though these are primarily consumer phones. They had some concerns with the phones – reliability was the main one, so Omniva decided to look for a more suitable option to replace them. Being government owned, Omniva undertook a public procurement with rigorous testing to select their new devices. They decided to work with Hool OÜ, the leading Point of Sale hardware distributor in Estonia. Hool OÜ has an impressive list of clients in retail and logistics, and builds a custom solution for each project.

Reliability for hard work and harsh conditions

Kulvo Kolk, Head of Business Development says, "We advised Omniva not to just look for the best specifications, but to look at what

The solution

Datalogic's slim user-friendly Memor 10 handheld PDA with Android OS, a 2D megapixel scan engine and industry-first wireless charging feature

Results

- Omniva's couriers can choose where to recharge their devices
- USB-c charging cuts trips back to the depot and saves time
- Wireless charging brings a longer life span and a lower cost of ownership



they actually needed, and what would match those requirements best.”

Omniva needed to scan the barcodes on huge volumes of parcels in their depots, as well as at the handover when delivered. They needed a 5” graphic display, a 4G connection, a camera, and the ability to read 2D barcodes – all in a rugged device to withstand the large volume of work.

Hool offered Omniva four well known scanner brands. They tested each one for drop resistance, usability and the reliability of the cellular coverage. They also tested them in a freezer to see how they would perform in cold, as winter temperatures can fall to -30 °C in the Baltics, yet postal delivery services still need to operate reliably.

Datalogic's Memor 10 – flexible charging saves couriers' time

Datalogic's Memor 10 PDA emerged as the clear winner on performance and had the lowest cost. Its charging options were an important benefit.

The Memor 10 can be charged through a USB-C port, so the couriers can charge their devices anywhere, saving them significant time and it has a new wireless charging feature as well.

Wireless charging extends the life of the devices as they can't be damaged during docking – this helps lower the cost of owning the devices, and the Memor 10 PDA uses the Android™ OS so it is easy for couriers to use. It's also endorsed by Google for mobile services.

“The other devices all needed cradles to charge them, and Omniva liked the fact that the couriers could choose whether to take the devices home or leave them to charge in the sorting facility. Having both options is a huge advantage.”

Kulvo Kolk, Head of Business Development, Hool OÜ



Learn more:
www.datalogic.com



Follow us for updates