



# RK Group transforms local delivery operations for major semiconductor equipment manufacturer

Sensitel TrackAware helped Silicon Valley logistics company streamline its delivery operations and exceed SLA Metrics while reducing operating costs.

## EXECUCITVE SUMMARY

### CUSTOMER

RK Group, Fremont, CA

### BUSINESS CHALLENGE

Keeping track of shipments

Ensuring shipments are delivered to the right destination at the promised time

### BUSINESS SOLUTION

Sensitel TrackAware

Implementation in 30 days

### BUSINESS RESULTS

Track packages by order number, container number, driver and date range

Take notes on packages for exceptions

Add new drivers and dispatchers to the system with IT support

Add and update scan points and location

### Business Challenge

Since 1983, RK Group has evolved from its roots as RK Distribution Services, supporting the manufacturing line of leading companies such as IBM, Fujitsu, KLA-Tencor, and Lam Research to become RK Group, on a mission to become the first choice logistics partner of Silicon Valley manufacturers. The company provides warehousing and transportation services for local delivery of high-value parts and equipment. To keep track of product movement, drivers manually wrote down the order and container number for each package being delivered. Sheets of paper collected during the day were submitted to the back-office dispatcher at the end of each shift.

Tracking a delivery required sorting through piles of paperwork between back office dispatchers, drivers, and receiving customers. Engineers waiting to receive their packages had to call up the dispatch looking for expected arrival times on their parts. This manual paper-based tracking led to inefficiencies and errors and was unsustainable with a growing business. Client's volumes grew 10 times from a few thousand packages a day to tens of thousands of packages across 10+ sites being delivered daily. RK Group was looking for a cloud-based solution that could scale with this business growth.

## Virtual Cockpit for High-Tech Delivery Operations

RK Group selected Sensitel TrackAware to mobilize its delivery operations and streamline delivery tracking. Sensitel gathered requirements upfront from all stakeholders and designed an integrated process and solution for time tracking of deliveries. Web-based package tracking with TrackAware was implemented in under four weeks. Drivers were operational with the system within a short one-hour training session.

*"Anybody can deliver goods, but with TrackAware, we deliver intelligence for our client's logistics." – Michael Powell, General Manager, RK Group*

The TrackAware solution generates insights for continual performance improvement with packages reaching their destination faster and optimizing staffing levels of drivers. Current plans are to link pickup scheduling with release of orders in the warehouse. RK group is now considering standardizing this solution across all facilities and multiple customers.

Armed with Intermec's CN50 mobile computers, users can tender packages and drivers can scan pickups and capture receiver's signature, name, and badge ID. The system can:

- Scan pickup and delivery

- Capture receiver's signatures
- Provide alerts on exceptions
- Capture damage as photos
- Provide GPS-based driver lookup
- Facilitate notes capture in the field
- Track packages by order number, container number, driver, and date range

100+ Users

1,000,000 Packages Tracked

10+ Sites

Order	Container	Desk	Last Status	Event Time	Last Scan Time	Driver	Operation
83222988	300000301	FG4	PickedUp	Jun 2 02:45 PM	FG2	Drivers	Details
83207451	300001024	WH7	Delivered	Apr 21 02:57 PM	WH7	Drivers	Details
83207406	1002	WH7	Delivered	Apr 21 02:57 PM	WH7	Drivers	Details
83207452	570	WH7	Delivered	Apr 21 02:57 PM	WH7	Drivers	Details
83207479	100000225	WH7	Delivered	Apr 21 02:57 PM	WH7	Drivers	Details

**837-01260-000**

Tracking #: 100001807-01260-000

Order #: 100001807-01260-000

Destination: CA

Estimated Del. On: 05/20/10 03:24 PM

**Current Status**

Delivered at CA at Last Forwarded CA to (888)88888888

Received By: 3020 (CA) with badge ID 1000

03/20/10

Location	Scan Time	Status	Last User	User
San Francisco CA1	CA1	Delivered	APR 20 03:24 PM	ambrosiano
San Francisco CA1	CA1	PickedUp	APR 20 03:24 PM	ambrosiano
San Francisco CA1	CA1	Tracked	APR 20 03:24 PM	ambrosiano



## Business Benefits

Business users set up a monthly review process leveraging key performance metrics from TrackAware. This led to increased customer satisfaction, improvement in SLA from 70% to 98% on time delivery, improved scheduling of drivers, reduced driver turnover, and improved safety. Delivery operations are now more predictable and reliable without increased costs. There was 50% reduction in number of enquiries (email, phone, etc.) on the status of shipments.

TrackAware tangible benefits include fast time to value, real-time visibility into issues while delivering packages, Web-based proof of delivery, and reduced time for pickup and delivery.



## For More Information

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