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.

**EXECUTIVE 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.

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

“Anybody can deliver goods, but with TrackAware, we deliver intelligence for our client’s logistics.” – Michael Powell, General Manager, RK Group
• 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

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

Sensitel, Inc.
4800 Patrick Henry Drive, Suite 320
Santa Clara, CA 95054
Tel: +1 (408) 538-2252
Fax: +1 (918) 513-5246

www.sensitel.com
E-mail: info@sensitel.com
Facebook: facebook.com/sensitel
Twitter: twitter.com/sensitelinc
YouTube: youtube.com/user/SensitelTV/videos