

Panasonic Toughbook Case Study

Logistics

| Client | SCG Yamato Express Co.,Ltd
 | Business | Parcel Delivery
 | Product | Toughpad FZ-N1



The Panasonic FZ-N1 improves efficiency and reduces overall cost of parcel delivery.

SCG Yamato Express has started business in Thailand under the trademark SCG EXPRESS. SCG Yamato Express is the originator of the slogan “Deliver Your Happiness” that initiated from the collaboration between SCG and Yamato Group (better known as “Black Cat”, a leading company for home parcel delivery service in Japan). SCG EXPRESS in Thailand is providing express small parcel delivery for B2B (business-to-business), B2C (business-to-consumer), and C2C (consumer-to-consumer). Expansion of its services nationwide is expected by the middle of 2018.



Mr.Yoji Hamanishi
 Managing Director of
 SCG Yamato Express.



Vehicle used for SCG Yamato Express parcel delivery

Company Overview

Mr.Yoji Hamanichi, Managing Director of SCG Yamato Express, said “The main target groups for SCG Yamato Express are e-commerce businesses (B2C), consumers with a buy-online lifestyle, and general consumers (C2C). We differentiate from other competitors by our quality and attention to service that seeks to create paramount satisfaction from our customers, whether they are shippers or recipients. All of our sales drivers and sales riders in Thailand are put through a standardized parcel delivery service training program by Japanese staff to make sure they are ready in both body and mind to serve the customer. In addition, we also introduced some new methods and innovations from Yamato Japan recognized internationally about 40 years of delivery experience to apply new add-on services to enhance the level of customer confidence and convenience at utmost. We provides next-day small parcel delivery with a maximum weight of 25 kilograms, starting from total size measurement less than 40cm (width+length+height) and up to 160cm (w+l+h). We have 4 types of service as following:

- 1) TA-Q-BIN - Express small parcel home delivery
- 2) TA-Q-BIN DOCUMENT - Company-to-company express parcel and document delivery
- 3) TA-Q-BIN COLLECT (COD ‘Cash On Delivery’) - Collect on delivery by cash or credit card
- 4) COOL TA-Q-BIN - The first and only temperature-controlled small parcel delivery service in Thailand with 2 modes of delivery:
 - Chilled Service: 0-8 °C; and
 - Frozen Service: below -15 °C

Why the Toughpad FZ-N1 was chosen

Point 1

We need a tool which can withstand in any usage condition, so our process can run smoothly.

Point 2

Multi-function device which can read barcode quickly and has built-in GPS and phone to enhance the efficiency of every work process.

Point 3

The device should have flexibility to match any usage style; for example, large battery as an option.



During the interview with Mr. Yoji Hamanishi

Upcoming Business Plan

Mr. Yoji Hamanishi, Managing Director of SCG Yamato Express, further explained that in 2018 to respond to customer demand in online transactions or e-commerce, SCG Yamato Express plans to expand its services three times more than 2017. In 2018, the target is to increase delivery service to 3,000,000 parcels, comparing to 800,000 pieces in last year. Due to ongoing market growth, the number of branches is also planned to expand from the initial 4 to 29 branches by one year and service will be covered all areas in Thailand by the second quarter of 2018. Since it started its parcel delivery operations in Thailand at the beginning of 2017, SCG Yamato Express has relied on 150 Panasonic Toughbook FZ-N1s, and now more than 400 FZ-N1s have been deployed with the impression how perfect FZ-N1 fits for a rapidly growing logistics business. It is tough, durable, and ready for any hard work. It increases efficiency, and its built-in



FZ-N1 reads barcode information quickly and precisely.

scanner quickly and accurately reads barcode information within less time than most smartphones that read via a camera. For the logistics business, speed of service is very important. FZ-N1 has been used from the first step of picking up a parcel to the final step of delivery to the end-point customer. As all sales drivers and sales riders use the FZ-N1, status reports can be updated in real-time. Customers can access to check the status from their smartphones

via a web/mobile app, as well as the Company's Drop Point Services (both Service Point and Service Agent). Once a parcel's picked up, the customer will receive a tracking number and can follow the progress of their parcel through the Company's system, which is updated in Real Time.



Mr.Mongkolchai Sutthisirikul
IT Director of
SCG Yamato Express

Introduction of FZ-N1 & Merits

Mr.Mongkolchai Sutthisirikul, IT Director of SCG Yamato Express, explained that 'Asia TA-Q-BIN System' is used to control all parcel delivery processes, beginning with receiving any parcel from a shipper, scanning its code for checking, grouping the parcel at a Sorting Hub, and dispatching it to a relevant Hub. Then, each Hub processes deliveries to the customers in their area. FZ-N1 with its built-in barcode scanner is used in every step. Customers, whether shippers or recipients, can check their parcel's status in every stage using their code. Besides this, Mr.Mongkolchai added, before deploying FZ-N1, the Company thoroughly had tested consumer-grade devices, barcode scanners, and smartphones for more than 6 months, and they ran into many problems like Bluetooth communication between devices; connections with mobile printers; and damage caused by dropping, such as cracked screens. Changing over to FZ-N1 has certainly helped to avoid such problems.



System for pickup and delivery any parcel of SCG Yamato Express



An FZ-N1 is carried in every vehicle for using in any operation.

"To be a leader in this field, speed and flexibility of service combined with unfailing reliability are the key factors we pay attention to most. Key points for us to decide to choose any equipment for work are smoothly operation, efficiency increment, convenience for work, its tough and durability to reduce the cost of renting stand-by devices to replace any problem equipment. After comparing among several devices, FZ-N1 stands out from other brands because it clearly answers our criterias; high durability, coping with being dropped from up to 1.8 meters and water resistant. The most impression to us is its multi-function feature, allowing for multiple tasks. It includes a scanner, GPS system, and a telephone, all in one unit, so our sales drivers don't need to carry multiple devices. Only one FZ-N1 is enough for every process of the work. Besides, FZ-N1 has a battery life of 8 hours per charge, and extra flexibility is available simply by using a bigger battery. In general, **FZ-N1 provides an efficiency increase of 10-20% over its competitors**, and although the cost of using another device with various scanner might be cheaper, **Total Cost of Ownership (TCO)**, overall costs including costs when a device is down or repaired, costs for spare parts, and other expenses, **can be cut about 20-30%**." Mr. Mongkolchai also added that, Moreover, both executive officers also talked about business plan in the future to broaden its service to cover any area in Thailand by the end of the second quarter of 2018. So SCG Yamato

Express has been considering to order additional FZ-N1s for increasing work and has a plan to improve its own in-house application for using with FZ-N1.



Konnaevee Riamsri, Branch Supervisor of Chaengwattana Sorting Hub.

Feedback of FZ-N1 from end-user

After interviewing executive level, Konnaevee Riamsri, Branch Supervisor of the Chaengwattana Sorting Hub, kindly explained the

actual work flow from when a parcel first arrives at the Hub to delivery into the hands of the end-point customer. "The Chaengwattana Sorting Hub is basically responsible for postal codes covering 6 districts. That's a turnover of 700 to 900 parcels a day involving more than 500 scans a day; we need fast and accurate scanning equipment for the sake of efficiency and to reduce work time. Before a parcel reaches our end-point customer, there's been a lot of hard work, generally off-site. It's very risky that a device will be dropped. And in Thailand it rains suddenly, so we need an extremely durable device capable of handling both shocks and weather conditions; it must also be water and dust proof. Of course we have to use the device under extra sunshine, so the screen must be clear and readable even under bright light. How many hours the power can last is no less important. FZ-N1 has an extremely durable battery with a long operation time per one charge. In conclusion, **SCG Yamato Express is pleased to have found the best-fit device, FZ-N1, for our company's requirements**" she said.



FZ-N1 is ideal for scanning tracking number and checking customer information before delivering a parcel.

Benefit 1

FZ-N1 helps to **enhance work efficiency** up to **20%**

Benefit 2

Thanks to FZ-N1, **Total Cost of Ownership (TCO)** can be **saved** about **20-30%**

Benefit 3

Using **without worry** about device failure makes our staffs **work comfortably** and **smoothly**

TOUGHBOOK