

THE DIGITAL MAILROOM

Organizations can manage and
automate their internal logistics
by harnessing the power of
digitalization.



WITHOUT A TRACE



25%

The average employee spends two hours a day – or 25% of their workweek – searching for documents, information or people they need to help them do their jobs, according to a Glean study. That means over the course of a month, the average employee loses the equivalent of an entire workweek trying to track down key assets. Over the course of a year, that adds up to massive blocks of wasted time, lost productivity and lost opportunities.

In many organizations, the mailroom is the epicenter of the problem. When logistics personnel rely on outdated, paper-based recordkeeping methods, inbound and outbound deliveries of packages, documents, supplies and other non-production materials don't always get to their intended recipient in a timely manner – or at all. It might take an inordinate amount of time and effort for the recipient to track down his or her package. When a parcel arrives damaged or with some of the contents missing, there's no way to trace the item's harrowing journey to determine who might be responsible.

And in some instances, deliveries vanish without a trace.

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-Glean Study

RIPPLE *EFFECT*

Many businesses are meticulous about tracking key performance indicators, or KPIs. But, not all metrics within an organization show up on a manager's dashboard. Inefficiencies in the mailroom and internal logistics might only appear on the radar when someone loses something of value – such as a stack of permits, or a prototype that was needed for a customer presentation.

Still, when workers spend significant chunks of time trying to track down lost or misplaced supplies, deliveries, documents, raw materials or other items, an organization pays a price. The costs of delayed or missing deliveries can take many forms, including:

Disrupted workflows

The time spent searching for an item is time that could have been used for more productive work tasks.

Employee turnover

Constantly searching for misplaced items can be stressful and frustrating, and it could add fuel to the fire for workers who are dissatisfied with their job or employer.

Missed deadlines

When employees can't find what they need, it can result in missed deadlines for projects, tasks or customer orders.

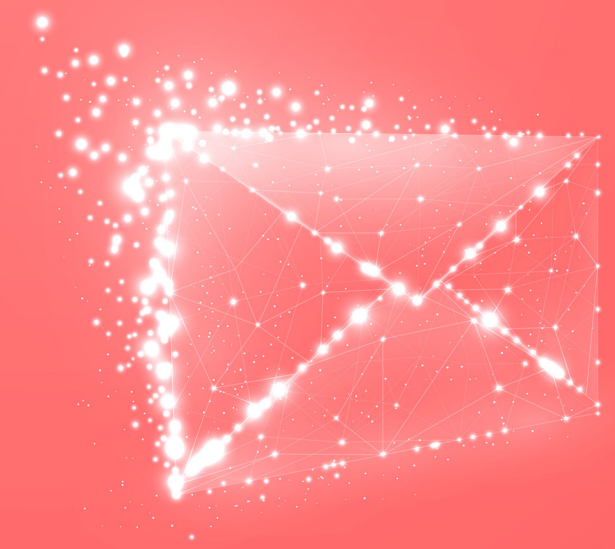
Quality issues

Constantly searching for items can disrupt an employee's ability to concentrate on their primary tasks, potentially resulting in avoidable errors and lower-quality work.

Increased costs

In some cases, when employees can't locate items, they may resort to purchasing duplicates of what they need, resulting in unnecessary expenses and waste.

Paper-based delivery management creates unnecessary and avoidable challenges for businesses, government agencies and other organizations. Fortunately, in this era of digital transformation, there are viable, cost-effective solutions that can make internal logistics a competitive advantage. For example, implementing a digital track-and-trace solution not only can streamline and automate mailroom operations and internal logistics – greatly reducing the risk of lost and delayed deliveries – but it also can have a ripple effect on productivity, quality and employee morale by creating a more organized and efficient workplace.



DIGITAL TRANSFORMATION *IN THE MAILROOM*

Thanks to digital solutions that leverage mobile connectivity, cloud-based software, data analytics and powerful handheld computers, organizations of all sizes no longer have to accept lost, misplaced and delayed deliveries as a cost of doing business.

A digital track-and-trace solution eliminates manual data entry and paper-based delivery tracking, providing numerous benefits to organizations that process large volumes of inbound, outbound and intra-campus shipments.



3 BENEFITS OF DIGITAL DELIVERY- TRACKING SOLUTIONS



Real-time visibility

With a digital delivery-tracking solution, mailroom and logistics personnel use a handheld computer to scan a parcel's barcode or RFID tag, capturing the package's whereabouts and automatically uploading that information to a central database. Personnel throughout the organization can view this information on any connected device, providing real-time visibility into the status and location of shipments as they progress on their journey. Digitalizing the path of each shipment – from its arrival in a facility to its final destination – provides full transparency of the delivery process and a digital chain of custody when a delivery goes off course.



Reduced costs

A track-and-trace solution that brings digitalization to mailroom and internal logistics operations can create new workflow efficiencies that drive cost reductions in multiple ways. Organizations avoid the costs of re-ordering items that went to the wrong place or vanished without a trace. And they save on labor costs because employees throughout the organization spend less time searching for missing deliveries and more time on value-added tasks that lead to better customer service, higher quality and more sales.



Improved morale

As younger, tech-savvy generations enter the workforce, they increasingly expect employers in healthcare, manufacturing, retail and throughout the private and public sectors to provide modern technology that helps them perform their jobs as efficiently as possible. A delivery-tracking system that utilizes the latest mobile technology eliminates frustrating inefficiencies and redundancies, such as filling out paperwork, soliciting signatures and conducting investigations when a package gets damaged or goes off the grid.

DATAIDENT + ZEBRA TECHNOLOGIES

Tracker4all and iPost Manager from Dataident bring much-needed structure and transparency to mailroom and logistics operations. Pairing powerful software apps with scanning-enabled mobile computers and printers from Zebra Technologies, Tracker4all and iPost Manager coordinate and digitally document the flood of deliveries within a facility or corporate/government campus – from product samples and prototypes to supplies, sensitive documents, policy/compliance forms and other non-production materials. Freeing organizations from the constraints of paper-based recordkeeping, Tracker4all and iPost Manager create optimal workflows and deliver time and cost savings. Modular and scalable, Dataident's delivery-tracking solutions enable users to send automatic and fully customizable email notifications; generate automated reports and assignments; attach photos and delivery notes; capture digital signatures; and more.

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Features & Benefits

- Real-time shipment tracking
- Scanning of 1-D and 2-D barcodes for instant data capture
- Digital proof of shipment via signature and/or photo
- Delivery notifications for recipients and carriers
- Ability to be hosted in the cloud or via on-premise hardware
- Secure login for individual users
- Detailed shipment overview via attachments
- Online and offline functionality
- SaaS availability

ZEBRA TECHNOLOGIES

MOBILE COMPUTERS AND PRINTERS

Dataident's Tracker4all and iPost Manager solutions are designed to provide full functionality when paired with mobile computers and printers from leading hardware manufacturers such as Zebra Technologies. Dataident solutions are recommended for use with these handheld computers and mobile printers from Zebra.



TC Series Mobile Computers

With 21 models between them, the TC7X, TC5X and TC2X Series offer a wide range of price points, configurations and optional features, but they all share some common characteristics: an ultra-rugged and ergonomic design; class-leading processing power; unmatched battery technology; fast and accurate data-capture tools; and a familiar, user-friendly interface.



EC Series Enterprise Mobile Computers

Designed to be individually assigned, the EC50 and EC55 deliver the best of both worlds: the look and feel of a smartphone, and the durability and functionality of an enterprise-class device. The series also includes the EC30 enterprise companion – a right-priced mobile device with the right mobile connections for unconnected associates.

more on next page >>

>> **MORE** ZEBRA TECHNOLOGIES MOBILE COMPUTERS AND PRINTERS



MC Series Mobile Computers

The MC Series includes the MC9300, the next generation of the world's best-selling and most trusted enterprise mobile computer, with advanced data-capture capabilities; maximum processing power and memory; full-shift battery power; and a familiar Android operating system, among other features. The MC33xx Series and MC2200 and MC2700 are rugged, versatile Android mobile computers that drive productivity and efficiency in the warehouse, back of the store or the manufacturing floor.



ZQ Series Mobile Printers

With 24 models between them, ZQ Series mobile printers increase employee productivity and accuracy by enabling portable printing of barcode labels, receipts and RFID tags at the point of application. The 12 models in the ZQ600 Plus Series offer fast, dependable wireless connections, advanced battery technology and instant wake-on status. ZQ500 Series mobile printers boast a military-grade design and the latest connectivity options, while the ZQ300 Plus Series offers class-leading battery power and easy remote management at an affordable price.

CASE STUDY

DIGITAL DELIVERY-TRACKING SOLUTION DELIVERS COST SAVINGS AND EFFICIENCY GAINS

In this sprawling industrial conglomerate, thousands of shipments – of packages, documents and essential work materials – are transported across the company's extensive network every day. However, things didn't always go smoothly. Internal shipments frequently went missing or failed to arrive at their intended destination on time, resulting in unproductive work hours dedicated to fruitless discussions and exhaustive searches, creating employee frustration and stress.

This corporate giant, which encompasses several subsidiaries across diverse sectors, saw a need to optimize its internal logistics with a system that allows personnel to track the real-time status of shipments – without a complicated IT implementation. The system needed to be fast, transparent and simple, with capabilities such as alerts and notifications that provide delivery-status updates to package recipients and logistics personnel.

The company implemented a material- and shipment-tracking solution from Dataident. The system was designed with a focus on user-friendliness, ensuring that employees across all departments could use it without requiring extensive IT knowledge. The system provides complete transparency into the

journey of each shipment. Features such as timestamps, accurate and timely data capture via barcode scanning and digital proof of shipment (signature and/or photo) create a digital chain of custody that promotes accountability and expedites investigations into damaged, missing or delayed shipments.

The newly implemented tracking system transformed the way the company manages its shipments and materials internally. The system provides full transparency and allows stakeholders to track shipments via any connected mobile device or desktop computer. Crucially, it proactively informs recipients about arrivals and deliveries when needed, eliminating the previous chaos surrounding internal logistics.

The tangible outcomes include significant financial savings resulting from streamlined operations and optimized workflows. Employees are no longer bogged down by time-consuming searches and discussions, reducing the stress and frustration that came with missing and delayed shipments. By embracing a user-friendly digital solution in its internal logistics operations, the company achieved its objectives of enhanced efficiency, reduced costs and improved working conditions.