ZEBRA

Bradford Airport Logistics Increases Productivity, Improves Overall Operations with Zebra Solution

Bradford Airport Logistics manages airport Centralized Receiving and Distribution Logistics Centers which includes services, technology, security, supply chain management, and consultancy. The company started in 2000 and focuses its efforts on "command and control" of all consumable goods entering the airport terminal such as retail products, clothing, food products, FAA non-aircraft parts, maintenance materials, parcels, currency, and more. This is not to be confused with what's destined for aircraft. The company is based in Houston, TX with operations across the United States along with operations in London and across the globe.

Bradford Airport Logistics helps airports reduce the number of deliveries per day by about 60% since all the consumable material goes to a Bradford facility first. Material arrives pre-configured per Bradford's requirements, so that it can be efficiently and effectively handled by intelligent systems. Utilizing the team's technology, Airport Material Intelligence System (AMIS™), and at one central point the team is able to receive, security inspect, consolidate, and deliver within highly precise time windows to end-users. 100% of the material entering the terminal is thoroughly vetted for the airport and regulatory agencies.

SUMMARY

BRADFORD AIRPORT LOGISTICS

Customer
Bradford Airport Logistics
Houston, TX

Industry
Transportation and Logistics

Challenge
- Improve delivery process
- Eliminate manual data entry
- Rugged device
- Integration into Airport Material Intelligence System (AMIS)

Solution
- Zebra TC70 Rugged Touch Computer
- Zebra OneCare Support

Results
- Saves four hours per day for airport teams
- Scanning more packages
- TC70 allowing Bradford to expand service offerings

Challenge

As Bradford Airport Logistics started expanding to more airports, company leadership wanted to improve its overall process and embrace worker mobility. They also wanted to improve delivery speeds to complete more deliveries per day. The airport provides a unique environment for operation and that means workers must have state-of-the-art technology solutions with them to work efficiently and effectively.

The solution needed to work with Bradford Airport Logistics' own AMIS platform. The Bradford delivery teams at each airport work hard but were hindered by daily tasks such as manual data entry or image scanning when they returned from deliveries which wasted valuable time. Manual data entry slowed operations and could also lead to data errors. Beyond that, the old devices the team used had Wi-Fi connectivity issues, performance problems when more than 100 records were input, and screens wore out quickly.

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Bradford Airport Logistics Chief Technology Officer Tunde Akeredolu's objective was to eliminate manual data entry and image scanning. He wanted a solution that allowed delivery teams to scan material coming into the airport, capture signatures when they deliver material to vendors, and collect large amounts of data to feed into the AMIS system. He also understood the teams work in harsh conditions at the airports so they needed a rugged device that could withstand drops to concrete or getting wet.

Additionally, Akeredolu knew the company needed to optimize the overall delivery process to improve customer satisfaction and improve airport logistics. They required a solution that gave them visibility into every interaction of the delivery process starting when material arrived at the Bradford facility, to the time Bradford drops it off at the customer's location. He created a list of requirements: durability, connectivity, eliminate a stylus, integration to AMIS, scanner functionality, high processing power for large data sets, ability to update the devices in real-time and security.

"We're not planning our operations based off system limitations any more. Now we're planning our operations based on other factors like meeting customer expectations."

Tunde Akeredolu, Chief Technology Officer

Zebra® TC70 Rugged Touch Computer

Solution

Initially, Bradford wanted to go with an Apple iPod touch® because of how familiar many of their employees are with the consumer device and the iOS operating system. However, the device was not built for the enterprise and the lack of ruggedness deterred Bradford from selecting it.

Bradford met with Zebra Technologies about the TC70 Rugged Touch Computer and realized it fit all of their requirements. The enterprise-class handheld lets employees communicate and access information seamlessly to improve workflows and enhance the customer experience. The rugged design holds up in demanding environments and conditions – which includes airport locations across North America and Europe. It is purpose-built for the enterprise with world-class data capture, high-resolution camera, superior voice capabilities and audio quality, Wi-Fi connectivity and runs on the Android™ operating system with seamless integration into Bradford's AMIS. For companies in the transportation and logistics space, the solution ensures accurate chain of custody

handoff during the pick-up process, delivery with electronic signature capture and photo proof-of-delivery. Bradford Airport Logistics chose the TC70 and started rolling out the devices in 2016.

Results

"We're not planning our operations based off system limitations any more. Now we're planning our operations based on other factors like meeting customer expectations," Akeredolu said.

Bradford Airport Logistics deployed the TC70 at five airports to start – including Cleveland and London Heathrow. The implementation was smooth at both locations. Akeredolu said they planned to roll out the devices over two months, but it only took one week because on-boarding was simple.

"The whole organization embraced it right away," Akeredolu said. "It was a tremendous success. Even in London where there are strict guidelines for training and on-boarding."

The rugged design holds up in demanding environments and conditions – which includes airport locations from Cleveland, Ohio to London Heathrow.

Wes VanMeter, who managed Bradford's operations in Cleveland, says the TC70 plays a role in everything they do. "It starts when a vendor brings a delivery to our warehouse. We use the TC70 to track it, sort it, and prepare it for delivery to the airport," VanMeter said. "It takes us through the entire process until we deliver that material to the airport vendor. It completes the loop for us with signatures, proof-of-delivery, security checks, and much more." It also ensures the right delivery is made to the right vendor at the right time. That data is captured and can be used to align various metrics for the leadership team as well as the vendors.

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Tunde Akeredolu, Chief Technology Officer

VanMeter explains how it saves the team time which leads to more productive work weeks since delivery teams don't manually scan paper signatures into the system anymore. It saves the team about four hours per day or roughly 20 hours per week because the signature can be captured on the device. Another example is the time it takes to scan a package – in the past scanning 40 boxes took 10 minutes, with the TC70 it takes two to three minutes to scan 40 boxes. All the extra time lets Bradford's delivery team complete more deliveries per week and increase their productivity and improve customer satisfaction for the airport vendors.

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>
> **Tunde Akeredolu, Chief Technology Officer**

VanMeter explains how it saves the team time which leads to more productive work weeks.

In Europe, Francisco Varandas is Bradford Airport Logistics' first line manager at London Heathrow – one of the busiest airports in the world. Bradford rolled out 60 TC70's in a short period of time because the team quickly learned how to use the device in their daily responsibilities. Varandas added, "The TC70 is small and lightweight so our workers can carry it with ease, and it works like a touch-screen mobile phone so anyone can pick it up and start using it right away."

Bradford continues to deploy the solution across other airports around the globe. Akeredolu has confidence in the TC70 to ensure they execute the core business. That confidence has led to

Bradford expanding service offerings at many of the airports. In addition, the solution helps make Bradford Airport Logistics a more intelligent enterprise overall. "We're smarter for it, we're better for it, productivity has increased, we're doing so much more," Akeredolu said. "We're beginning to increase workload and increase scope of what we do. We're expanding within the airport to create more value."

For more information, visit www.zebra.com

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