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Itronix designs, manufactures and deploys mission-critical wireless, rugged computing solutions that maximize the productivity of mobile workers.

For more than 15 years, Itronix has provided enterprise mobile computing solutions for field workers in Utilities, transportation, telecommunications, government, public safety and EMS markets.

More information about Itronix and its products are available at www.itronix.co.uk

Product Solution Delivered

- Itronix supplies 780 fex21 handheld computers to Federal Express (FedEx) in Europe, Middle East and Africa (EMEA).

Application Benefits

- The new communication system enables Fedex to offer Next-Day Delivery within Europe
- Increased productivity for drivers and office staff as less room for error with an automated system

Itronix Reference Account:

Fedex

SITUATION: *Fedex – World-Wide Deliveries*

FedEx Express, a \$15-billion subsidiary of FedEx Corp., connects areas that generate 90% of the world's gross domestic product in 24-48 hours with door-to-door, customs-cleared service and a money back guarantee. The company is the world's largest express transportation company, providing fast, reliable and time-definite transportation of more than 3.3 million items to 210 countries each working day. Recently, the company identified areas of its package tracking capability that could be improved through the implementation of the industry's most advanced mobile wireless technology and FedEx worked closely with Itronix to put together a solution that achieves these improvements.

In order to track the movements of its packages, FedEx developed a handheld scanner known as SuperTracker. Upon collection and delivery, couriers scan packages using the SuperTracker and, prior to the installation of the fex21 systems, this information was downloaded to a centrally based touch-screen computer in order for the information to be processed.

SOLUTION

FedEx carried out a search of the market to find a solution that would deliver a more integrated system that would provide much higher levels of customer service. This solution was to be delivered by Itronix in the shape of its fex21 handheld wireless computer.

The fex21 is permanently mounted, using a specially designed vehicle cradle, into the couriers' vans and trucks. Having scanned the packages using SuperTracker, the courier returns to his vehicle and, using in-built infra-red technology, downloads this information to the fex21. The fex21's GSM capability provides real-time communication between the driver and the dispatch office so that pick-ups and deliveries are registered instantly. In addition, the fex21s run a comprehensive application that allows the couriers to plan manage their workload of pick-ups and deliveries in the most efficient manner.

BENEFIT

Itronix presented FedEx with a modern solution that fitted the company's needs. As well as being reliable and resilient, the fex21 is a very well designed system. The readable touch-screen, ergonomic keyboard and easy to use Windows interface have made it very popular with users. Itronix has combined excellent support with a vision for continuous technological improvement and quality that closely resembles the FedEx vision.