Handheld Use Case:
Enhancing warehouse efficiency with Vehicle-Mount Computer

Initial situation

A leading European sourcing and services company with over 3,000 employees operates several logistics sites in Northern Europe and manages more than 250 000 stock-keeping units (SKUs). The company's business success is based on precise order fulfillment and efficient warehouse operations to meet next-day delivery commitments.

The existing IT infrastructure in the warehouse could no longer meet the growing demands:

- Unreliable network connections
- Frequent system interruptions and reboots
- Limited transparency along the process chain
- High manual effort required for data entry

<u>The result:</u>

Delays in material flow and risks to on-time delivery.

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Solution

The company was therefore looking for a solution that:

- could be fully integrated into **SAP EWM (Windows-based)**
- would function reliably even under harsh warehouse conditions
- would ensure **stable, uninterrupted communication**
- would minimize downtime and increase productivity

A comprehensive evaluation was conducted in collaboration with an IT partner.
Following these rigorous tests, the choice fell on the **JLT1214P™**, **a rugged vehicle terminal from JLT Mobile Computers**, which was installed directly on the forklifts. Thanks to its unmatched reliability, Wi-Fi performance, and ability to communicate with both new and older peripheral devices, the device was perfectly tailored to the company's operational requirements.

The solution was initially implemented at a single location and subsequently rolled out internationally due to the positive results. Today, the systems are an integral part of the entire warehouse logistics operation.

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Technical highlights

- Stable Wi-Fi and Bluetooth connectivity (even in challenging conditions)
- Robust design for industrial environments
- Touchscreen operation – even when wearing gloves
- Seamless integration into existing systemsReliable continuous operation without the need for reboots

This combination enables staff to capture and process all relevant information directly at the vehicle.

The Maintenance Technician of this company shares his experience:

> The JLT computers are reliable, with great network connectivity, and they don’t need constant rebooting. What’s more – they never break down. In fact, I’ve never sent one in for repair in the four years we’ve had them.

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Results and benefits

- Significantly improved **process and inventory accuracy**
- **Reduced downtime** thanks to reliable hardware
- **Stable network connections** throughout the warehouse
- Sustained increase in the **on-time delivery rate**

Result:
A scalable, future-proof warehouse solution with a measurable impact on productivity and service quality.

QUAD GmbH
Advanced Systems
OEM + Auto ID

QUAD's Advanced Systems team supports you in the development and integration of process solutions that rely on the use of robust vehicle terminals.