



CASE STUDY

# Vanderlande improves track & trace with package handling application

International supplier of luggage systems and sorting systems optimizes processes and services using the Xamarin platform



**VANDERLANDE**

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–Wino Verschoor, Manager of Business Information Systems, Vanderlande

## Situation

Vanderlande, based in Veghel, the Netherlands, is the global market leader in airport luggage systems and sorting systems for package and post handling organizations. The company is also a front runner in the warehouse automation segment. Each and every day, Vanderlande's systems handle 10.1 million pieces of luggage and sort over 39 million parcels. Components are normally manufactured in Veghel and then transported to project locations (sites) all across the globe.

Previously, delivered materials were recorded manually, because computers were not always available on the sites. In addition, only the site supervisor was able to access their EnterpriseOne ERP system. This meant that there was a risk of materials not being processed in the system and getting lost as a result. Before certain activities could be started, manual checks took place to see if all materials had been received. This meant that missing items sometimes had to be urgently requested halfway through the process, due to errors earlier in the chain. This resulted in high costs and disruption to the entire process, which had an impact on the company's ability to fulfill agreements it had made with its customers.

Vanderlande wanted to standardize the approaches adopted at all worldwide sites to minimize the likelihood of errors. The sites often work with contractors who are unable to access the EnterpriseOne system. For this reason, Vanderlande asked Avanade to develop an application capable

of scanning barcodes. "Because we want to develop more apps in the future, we were looking for a professional partner with proven expertise. And because Avanade had successfully upgraded our entire IT infrastructure to Windows 7 a few months earlier, we knew their work would be of high quality," explains Wino Verschoor, Manager of Business Information Systems at Vanderlande.

## Solution

Avanade developed an application capable of scanning packages at the sites. All packages are issued with a sticker featuring a barcode. When the code is scanned, the app registers the package as received and sends the details to the ERP system. The app can also be used offline, and data is automatically transmitted when an Internet connection becomes available. The user can also add the storage location. In order to prevent other data polluting the ERP system, the app only recognizes specific Vanderlande barcodes.

Vanderlande wanted the app to be suitable for several platforms and a wide range of mobile phones. That is why Avanade decided to develop the application using the Xamarin platform. "The main advantage of Xamarin is that it allows you to use the Microsoft .NET platform and the C# programming language to develop 100% native apps for Android, iOS and Windows Phone. Xamarin uses all functions of the various platforms, allowing the app to be optimized for each platform.

In addition, thanks to the Xamarin Test Cloud, apps can also be automatically tested for a wide range of telephone configurations," says Sander Schutten, Mobility Lead at Avanade.

However, in order to implement a standard approach at all locations, people had to be convinced to actually use the app. To this end, the app was designed to be easy to use; it requires few actions and contains very little text. "Once subcontractors have been approved for a project, they download the app and arrange the administration. The only thing the supervisor has to do is check it", adds Wino.

## Results

The 'package handling app' has provided Vanderlande with a very user-friendly track and trace system. As a result, better service can be offered to customers, problems can be identified earlier and the likelihood of errors can be reduced significantly. "The app is a fast and simple tool which tells us exactly where goods are and what we are missing. This allows us to take action immediately and modify our schedule wherever necessary. And work can only be started once all materials have been received. All in all, we can be of better service to our customers because our deliveries are complete and on time," says Wino. "The reliability of our systems is now also visible to our customers via our own logistical activities. And this is a great way of further improving relationships with customers," adds Gert Meijer, Manager of Installations.

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The app also offers other benefits:

- Lower costs because no time or unnecessary materials are wasted and because urgent orders are no longer necessary
- Higher productivity because administration via the app is significantly simpler than in ERP
- Effective communication and less stress; questions can be answered using data in the app and discussions can be specific

The app has now been rolled out and initial feedback has been very positive. "We presented the app to all site supervisors in advance. They were very enthusiastic. Users at the site also started using the app immediately; they enjoy using it and think it's very handy. Our mission has been accomplished", concludes Wino with a sense of satisfaction.

## About Vanderlande

Vanderlande is the global market leader for value-added logistic process automation at airports, and in the parcel market. The company is also a leading supplier of process automation solutions for warehouses.

Vanderlande's baggage handling systems move 3.7 billion pieces of luggage around the world per year, in other words 10.1 million per day. Its systems are active in 600 airports including 13 of the world's top 20. More than 39 million parcels are sorted by its systems every day, which have been installed for the world's leading parcel companies. In addition, many of the largest global e-commerce players and distribution firms have confidence in Vanderlande's efficient and reliable solutions.

The company focuses on the optimisation of its customers' business processes and competitive positions. Through close cooperation, it strives for the improvement of their operational activities and the expansion of their logistical achievements. Vanderlande's extensive portfolio of integrated solutions – innovative systems, intelligent software and life-cycle services – results in the realisation of fast, reliable and efficient automation technology.

Established in 1949, Vanderlande has more than 5,000 employees, all committed to moving its customers' businesses forward at diverse locations on every continent. With a consistently increasing turnover of more than 1.1 billion euros, it has established a global reputation over the past six decades as a highly reliable partner for value-added logistic process automation.



### About Avanade

Avanade is the leading provider of innovative digital and cloud-enabling services, business solutions and design-led experiences, delivered through the power of people and the Microsoft ecosystem. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation and has 30,000 professionals in 24 countries. Visit us at [www.avanade.com](http://www.avanade.com)

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