

# A Spirit of Rapidity for proof of delivery!



Proof of delivery is often an essential aspect of a streamlined distribution process. When Rapidity Communications wanted a new and reliable proof of delivery system for its printed materials, it conducted a web search that led to Spirit Data Capture Limited. Spirit used its Mobile Connect platform to develop a specialist application and sourced Motorola MC75A Personal Digital Assistants (PDAs). The new system has increased efficiency and reliability, reduced paperwork, and enhanced service levels for customers.

Rapidity Communications Limited is a digital printing company based in central London. It specialises in quick turnaround books, leaflets, reports and other printed materials. It also provides a wide range of marketing, communications and creative services.

Deliveries are at the heart of Rapidity's ability to provide a fast, high quality service, so the company has its own vehicle fleet. It recently started searching for a reliable proof of delivery system, as it was being inundated with calls and queries, especially in relation to early morning deliveries.

IT Manager, Neil Banarsee, explains: "We needed a system that would provide us with up-to-date records of what we have delivered, when, where and to whom. It also needed to be able to exchange data with our main Management Information System (MIS).

"The timeliness and ease of access to the data provided is especially important, as many of our deliveries are made before normal working hours, when the client isn't present. For example, we deliver materials for courses being held at hotels for our many training provider clients."

The company carried out a web search for a suitable solution and came across Spirit Data Capture Limited, an independent consultancy specialising in mobile computing and data capture solutions. Spirit developed a solution involving Mobile Connect, a platform for the rapid development of specialist applications.

Subsequently, Spirit worked extensively with Rapidity to develop a suitable proof of delivery application. The solution was then implemented using Motorola MC75A rugged PDAs.

The MC75A is renowned for offering more enterprise-class features and functionality than any other device in its class. It provides maximum processing power and versatile data capture capabilities and connectivity options. Spirit also implemented a device management module that is part of Mobile Connect and is planning additional integration with Rapidity's back-end system.

Now that the new system has been set up, each delivery is assigned on a driver basis via Rapidity's MIS. Mobile Connect picks up the details from the MIS, the driver signs in on the MC75A and the jobs are uploaded onto the device. Upon delivery, the customer signs for the job on the Motorola unit. At the end of the run, the details are downloaded from the MC75A to Mobile Connect and the delivery time, date and signatory's name are uploaded to Rapidity's MIS delivery records.

Customers have access to the Mobile Connect web console so that they can view the delivery details, the status of the job and the crystal report (a module within Mobile Connect). The despatch manager also uses Mobile Connect to monitor the status of the deliveries.

Neil Banarsee comments: "The new system has been performing perfectly. The MC75As are easy to use, fully featured and seem pretty indestructible. The drivers are very impressed with them. With the new system provided by Spirit, there is less paperwork for them and they aren't disturbed off-shift by queries about deliveries. Staff have immediate access to delivery data for clients and there is no more ambiguity about whether or not an item has been delivered. Throughout this project, Spirit have provided us with an excellent service."



For further information contact us at:  
**t:** 01928 718800 **f:** 0870 762 2824  
**email:** helen.jones@spiritdatacapture.co.uk  
**www:** www.spiritdatacapture.co.uk

