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SUMMARY

Customer

⊙ CCT

Combined Cargo Terminals (CCT)

Partner

◉ Indicium
Enterprise Mobility Solutions

Reseller: Indicium B.V.

Triple 9

ISV: Triple-9 B.V.

▲ Modality
Software solutions

Modality Software Solutions

Industry

T&L: Container handling

Challenge

CCT wanted to equip its container terminal operators with ruggedized, industrial tablets offering excellent 4G connectivity and supported by remote management and comprehensive coverage for a future-proof, long-term solution

Solution

- Zebra 12.5" XSLATE R12 rugged tablets
- Zebra XSLATE R12-series secure in-vehicle mobile docks
- Zebra L10 rugged tablets
- Zebra accessories including: ruggedized cradles, spare batteries, single slot chargers, hand straps and shoulder straps, external keyboards
- SOTI MobiControl
- Zebra OneCare Essential Contract
- Lyfo.NET and Lyfo.SIM
- Modality Software Solutions container management applications

Results

- Great collaboration between ISV, reseller, software provider and Zebra Technologies for total solution
- Solution, supported with device management and comprehensive coverage, ensures 24/7 operational continuity
- The Zebra Enterprise Tablets are ruggedized, totally suited to the rough environment of the container handling sector; moreover, with the 4G LTE cards, combined with Lyfo.NET and Lyfo.SIM solutions, the tablets offer exceptionally high performance and connectivity in all areas of the container yard, which is expanding
- Excellent end user feedback from teams; the tablets have become an integral part of their daily operations

Dutch Cargo Terminal Deploys Ruggedized Zebra Tablets For High-Performance, Continuous Operational Management Over 4G

CCT offers extensive, round the clock facilities for the handling, storage, breakdown and onward shipment of containers, breakbulk and general cargo at its terminals strategically located in Moerdijk and Alphen aan de Rijn. CCT is both a full-service seaport and hub for trimordal transport throughout Europe.

Challenge

CCT needed full, reliable network coverage across its terminals, which are spread across a wide, and expanding, area for the use of its logistics software from Modality. Zebra ISV partner, Triple-9, has worked with CCT to migrate its ageing Wi-Fi network to 4G. Triple-9 specializes in developing and delivering highly reliable software and wireless communication connections and its Lyfo.NET and Lyfo.SIM solutions enable users to switch seamlessly between different 4G operators. As part of this project, CCT was looking to refresh its fleet of outdated consumer tablets. Triple-9 recommended the Zebra XR12 and L10 tablets, knowing that Zebra's latest generation of ruggedized tablets are designed for use in environments like container yards and offer optimal 4G processing speeds. CCT was also looking for a hardware supplier who could support these tablets with enterprise level comprehensive coverage and remote management; again, Zebra could deliver: Triple-9 introduced CCT to the locally based Zebra team, who then involved Indicium, a highly experienced, long-term Zebra partner, as hardware reseller.

Solution

CCT has deployed the Zebra XSLATE R12 and the L10 rugged tablet, with its IP65 and 6ft drop rating. Both tablets have 4G LTE cards installed for optimal 4G connectivity, as well as a pre-installed Windows® 10 OS. The XR12 is built into the various types of vehicles, such as reach stackers, empty handlers and forklifts, which operate in the terminal. It has been mounted in a Zebra ruggedized cradle in a Zebra docking station, with pass-through antennas to ensure a strong 4G signal. The L10s are deployed in smaller, non-specialised vehicles and are also used by mobile operators, moving round on foot.

As system integrator Indicium delivers and configures the tablets and stages them with SOTI MobiControl, which CCT uses to centrally push out updates to the tablets, troubleshoot and disable a tablet, if necessary. Indicium installs the Lyfo. NET software and the Lyfo.SIM card, which allows access to virtually all networks, including the KPN, Vodafone and T-Mobile networks accessible at CCT's port and yard. Intelligent algorithms in Lyfo.NET choose the best available 4G network; and, if the connection no longer meets the criteria due to poor coverage, capacity problems or a wider network malfunction, via Lyfo.NET and the Lyfo.SIM, the Zebra tablets will seamlessly and immediately switch between mobile providers as and when necessary, for ongoing optimal 4G connectivity.

Indicium also integrates the Modality Software Solutions container management web-based applications, which operators access via the Zebra tablets to manage and report on the loading and unloading of ships and outbound and inbound container and box checking. Workers can take photos of shipments, to show they are complete, with no damages, to attach to shipment files. CCT works with leading global companies, so effective operational management to enable CCT to meet strict SLAs is crucial. With the Modality Software applications being web-based, Indicium has enabled Kiosk mode on the tablets, to ensure their web browsers are locked down to only allow access to the port's applications.

Results

Leo Verstraeten, Sales Development at Triple-9 explains why he likes working with Zebra Technologies: "Zebra devices have the latest technology and great 4G connectivity, which makes them an ideal hardware partner for our solutions. Zebra has a good range of tablets and associated accessories, with flexibility in tablet sizing and spec, depending on the customers' requirements, backed up by excellent support, repair and MDM options. And we have very much enjoyed an open, direct working relationship with both Zebra and Indicium on this project and hope to work with them both on future deployments. Indeed, we have just become a Zebra ISV partner and are looking forward to benefitting from the associated additional sales, marketing and technical support."

The project has been a success and CCT will continue to develop the solution in conjunction with Indicium. Operators' feedback is very positive and they particularly appreciate the robustness, connectivity and fast processing power of the tablets and how easy they are to use, with good readability even in direct sunlight.   SOTI MobiControl and the Zebra OneCare contract, for ongoing repair and maintenance of any damaged tablets, ensure CCT always has a full fleet of tablets operating optimally for continuous effective terminal operations.

"This is the first time we have deployed hardware from Zebra Technologies; and we are delighted with the results. We looked at tablets from other suppliers, but the Zebra enterprise ruggedized tablets came out way ahead in terms of performance; via SOTI MobiControl Indicium offers support to remotely update, troubleshoot and disable the tablets, and the Zebra OneCare coverage, for rapid repair or replacement, are also invaluable, as we work in a tough environment and weather conditions can be extreme: we need best-in-class robust enterprise tablets. Feedback has been excellent and having Indicium as our main point of contact, has helped the project run smoothly."

Peter van Veelen,
Process & IT Manager CCT

For more information, please visit: www.zebra.com