

Burriss Logistics

How a cold storage provider kept operations running smoothly while demand was heating up.

The Challenge

Burriss Logistics, a family-owned cold storage and distribution company, is no stranger to embracing changes in consumer behavior. Over the past few years, Burriss has scaled their operations throughout 14 East Coast and Midwest facilities to support direct-to-consumer food delivery services. The cold chain logistics provider not only had the foresight to provide their services to this growing market, but they knew they needed to revamp their IT to align with their business goals.

In order to better support their growing customer base, Burriss committed to investing in a more modern and reliable enterprise mobile computing solution. Running their older mobile handhelds continued to accrue countless repair costs and operational downtime, and more importantly, it would impact the time it took to fulfill customer orders. Furthermore, these devices wouldn't be able to properly encrypt sensitive enterprise data on the new wireless network they were implementing. Burriss was quick to act on future-proofing their IT in the warehouse so they could enhance operations and provide the best service possible for their customers who were dealing with high levels of demand.

Partnering with RMS Omega, Burriss Logistics was able to improve upon the exceptional service they provide with a faster, rugged, and more reliable mobile technology solution. As a result, they reduced downtime, improved picking speeds, protected enterprise data, and ultimately provided better customer experiences for the food delivery services they support.

Company Profile



Name:

Burriss Logistics

Founded:

1925

Industry:

Cold Storage

Headquarters:

Milford DE

Solution:

- Wearable scanners & terminals
- Voice Automated Picking
- Honeywell CK65 Mobile Computers
- Honeywell VM1A Vehicle Tablets

“ We really appreciate how the RMS team works behind the scenes to deliver what we need. It's been a very busy year and we were able to navigate the shortages and supply chain issues which I am sure was not easy. Thank you! ”

- Lloyd Keys, Technical Services Engineer

Approach

- **Modernized Mobility**

Replace legacy devices with modern handhelds to eliminate downtime from device crashing and reduce costs from constant repairs and support.

Additionally, by modernizing operations with current devices, enterprise data will be properly encrypted, improving data security for Burris and its customers.

- **Boost Productivity**

Implement wearable scanners and newer terminals like the Honeywell CK65 mobile computer and VM1A vehicle mount with software for voice-enabled workflows, improving order picking speed, efficiency, and accuracy.

- **Cold Chain Compatible Tech**

Empower warehouse workers with the right technology for the job. Modern devices that are cold-storage compatible provide rugged, long-lasting performance in refrigerated and frozen environments.

By using faster, compatible hardware with specialty labels for frozen products, Burris Logistics can improve productivity and keep orders flowing out the dock doors and to the customer's doorstep.

Results

Improved Data Security



Reliable Performance & Less Downtime



Fast & Accurate Food Delivery



Conclusion

After investing in a new wireless network and upgrading to current, cold-storage compatible devices, Burris Logistics was able to improve its business operations - eliminating downtime, securing enterprise data, and improving end-user performance with faster, more accurate picks.

By working with RMS Omega as their trusted technology solutions provider, Burris Logistics implemented a modern mobile computing solution that improved the speed and delivery of their services. As a result, orders were sent out accurately and on time during a period of high demand for direct-to-consumer food delivery services.