

CEVA Logistics

CEVA Logistics accelerates end-user delivery times with RFID inventory receiving.



Introduction

CEVA Logistics, routinely faced narrow turnaround windows when receiving and sorting a customer's inbound inventory at its Newark, NJ distribution center. An international provider of air, ocean, rail, and ground freight services, CEVA needed a more efficient and automated way to receive and process pallets of merchandise it was receiving from overseas. CEVA's receiving workflow required warehouse team members to sort through shipments based on SKU and destination data found in a daily shipping spreadsheet. Orders often needed to ship immediately after receiving for delivery to retail locations or FedEx for online orders.

Headquartered in France and operating all over the world, CEVA Logistics is one of the biggest and most reputable brands in Transportation and Logistics. To their customers, they are a trusted, premier, supply chain partner with a strong focus on vertical-specific solutions and operational excellence. CEVA Logistics provide their services to leading enterprises that span across utilities, retail, automotive, communications, manufacturing, and more. Out of its Newark, NJ facility, CEVA manages inventory receiving, transportation, and product distribution throughout the area for one of its well-renowned customers, a European-based luxury fashion brand.

As a trusted value chain partner for major multinational enterprises, CEVA is always seeking new ways to optimize its operations, so it can eliminate the time it takes to get a partner's products into customer hands. When quick turnaround windows and manual processes were impacting its ability to receive and ship out its customer's luxury fashion products in an efficient manner, CEVA sought out a technology solution that could streamline the process – allowing them to provide a level of accurate and timely service that lives up to its values and mission.

The Challenge

Each day as its customer's products arrive from France at Newark International Airport, CEVA works within a tight timeframe to transport the inventory to its local distribution center, parse through information on a load report that indicates the product's next destination, and sort them into zones for warehouse stock, retail distribution, or e-commerce delivery. Adding to the challenge, its warehouse team typically only has a little over an hour to sort through shipments while manually referencing SKU and destination data found in a shipping manifest spreadsheet. With a cumbersome process and no time to spare, CEVA's operations were strained by constantly having to meet delivery schedules under the wire. Furthermore, the current process did not reflect their commitment to excellence for its partners.



The Solution

To uphold its mission and commitment to value chain partners, CEVA turned to RMS Omega to devise a technology solution that would accelerate its current process. CEVA originally sought a fixed RFID tunnel and conveyor solution to automatically scan inbound merchandise and direct it to the appropriate delivery zone. After some initial project discovery, RMS recommended a mobile RFID approach to solve the key challenge while also providing an easier and more cost-effective implementation.

Since the received fashion products were already RFID tagged in France, CEVA's NJ-based warehouse team could use a handheld RFID solution to instantly validate and sort the merchandise. By combining mobile RFID readers with the right software application, the warehouse team could be equipped with a solution that provides key functions like scanning in received products, viewing the item's destination details, and then assigning the merchandise to the right outbound zone. This solution would create a more streamlined receiving and sortation process that could be done entirely off a mobile handheld.

In addition to an inventory receiving solution, RMS also worked with CEVA to outfit delivery drivers with rugged mobile handhelds and SIM cards for reliable wireless connectivity out in the field. This would allow drivers to access pertinent shipping documents and proof of delivery once merchandise arrives at a DC or retail location – creating full visibility over the fashion products throughout their distribution journey.

Rounding out the solution, RMS backed both the RFID and rugged mobility hardware with service contracts to maximize CEVA's IT investment. RMS also enrolled the devices into an Enterprise Mobility Management (EMM) platform to assist with remote troubleshooting throughout the implementation and for support post-deployment.

Implementation

TallyFlow Mobile & Web Software

RFID software formed the crux of the solution – providing a platform for managing inbound inventory validation and parsing of critical data in the shipping manifest. RMS worked with its software partner, SDG Systems, to modify its TallyFlow software for CEVA's application. Each day, as a load report from is received by CEVA, it is uploaded into TallyFlow where incoming SKUs are enrolled to be received.

Running on the RFID handhelds, TallyFlow mobile validates tagged merchandise during inventory receiving and pulls their corresponding destination locations from the shipping manifest. The mobile application is then used to scan inventory through to its designated zone for distribution to retail, e-commerce delivery, or warehouse stock.

Meanwhile, TallyFlow's web platform enables managers to see the movement of products through different outbound zones along with activity timestamps. TallyFlow web also provides managers with the ability to download zone reports, view items on the manifest that were not scanned, and flag items that were scanned that weren't expected in the shipment.

Zebra Handheld RFID Readers

RFID handheld readers by Zebra hosted the TallyFlow software, enabling CEVA's warehouse team with a device to perform key functions like recording inbound merchandise, viewing the item's destination data, and scanning the product into its designated zone. Mobile readers and TallyFlow software can also perform search-and-find functionality to locate specific RFID tags, allowing the warehouse team to locate merchandise by its unique ID or zone number.

Rugged Janam Handhelds & SmartSIM Cards

Rugged mobile handhelds from Janam enable CEVA delivery drivers to provide reliable proof of delivery and access to the shipping documents uploaded to TallyFlow.

SmartSIM cards, a global SIM solution that provides reliable coverage across networks from major carriers, were paired with the Janam devices for seamless wireless connectivity to TallyFlow and other software applications while drivers are in the field.

RMS Signature Services & Hardware Support Plans

RMS Signature Services provide CEVA's frontline warehouse team with access to RMS Omega's certified in-house support team for remote IT troubleshooting and helpdesk support as IT issues arise. By enrolling hardware on an EMM software platform, the RMS team can remotely manage hardware troubleshooting issues and other managed IT tasks on CEVA's behalf.

During testing, RMS Omega's support team was able to remotely troubleshoot enrolled RFID handhelds on the EMM platform and pinpoint that they were not picking up tag scans because CEVA was sent a batch of RFID tags from its partner that were not properly encoded. To rectify the problem, the RMS Services team delivered a fast issue resolution solution to prevent further downtime and delays.

Additionally, Zebra RFID handhelds and Janam mobile computers were enrolled in manufacturer service contracts that include 24/7 manufacturer technical support, device replacements, repairs, and software updates – maximizing CEVA's IT investment.



The Results

After successfully implementing a handheld RFID and mobile computing solution, CEVA improved the efficiency of its inventory receiving process and enhanced its visibility over the distribution of its customer's products. Most notably, CEVA's Newark, NJ facility was able to dramatically reduce the time it took to parse through inbound shipments. A process that took up to two hours to complete was now shaved down to around a half hour – allowing CEVA to accelerate the delivery of fashion products to retailers and online customers.

By aligning its technology and processes with CEVA's commitment to excellence, the logistics provider can better support valued partners with an optimized supply chain journey. By seeking out new solutions and ways to streamline its operations, CEVA Logistics continues to cement their place as an innovator in the transportation and logistics space and its reputation as a leading provider that brands can trust for timely and reliable delivery.



About CEVA Logistics

Ceva Logistics, is an international provider of multimodal transportation, trade compliance, contract logistics, and global supply chain services in over 140 countries. CEVA offers premier vertical-focused logistics solutions and operational excellence on a global scale.



About RMS Omega Technologies

RMS Omega is a premier systems integrator with extensive experience designing, deploying, and supporting strategic data capture solutions that improve business outcomes. We offer hardware, software, supplies, support, and services for different data collection technologies including barcode, RFID, RTLS, wireless networks, and enterprise mobility management for supply chain and healthcare organizations across North America.

How can we help? **Contact us today!**

To schedule a demo, call us at 888.857.8402, or email info@rmsomega.com.