

Mobile Tech Talks

Rethinking the Mental Approach to Operations Challenges

Today's Speakers



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Discussion Points

- **Boosting operations efficiency**
- **Tracking on a more granular level**
- **Rethinking mobile device allocation**

How can operations rethink cost cutting?

1

**Human error
creates extra
expense**

2

**Shrink or loss
degrades
margins**

3

**Labor costs
rise faster
than revenue**

Addressing Human Error in Your Workflow

1

Human error creates
extra expense



2

Shrink or loss
degrades
margins

3

Labor costs
rise faster
than revenue

How can we increase efficiency and avoid mistakes?



Problem

Boxes are loaded on the wrong trucks, resulting in delays, poor customer experience and extra costs

Solution

RFID tag boxes and loading bays to match loads to correct trucks in real time

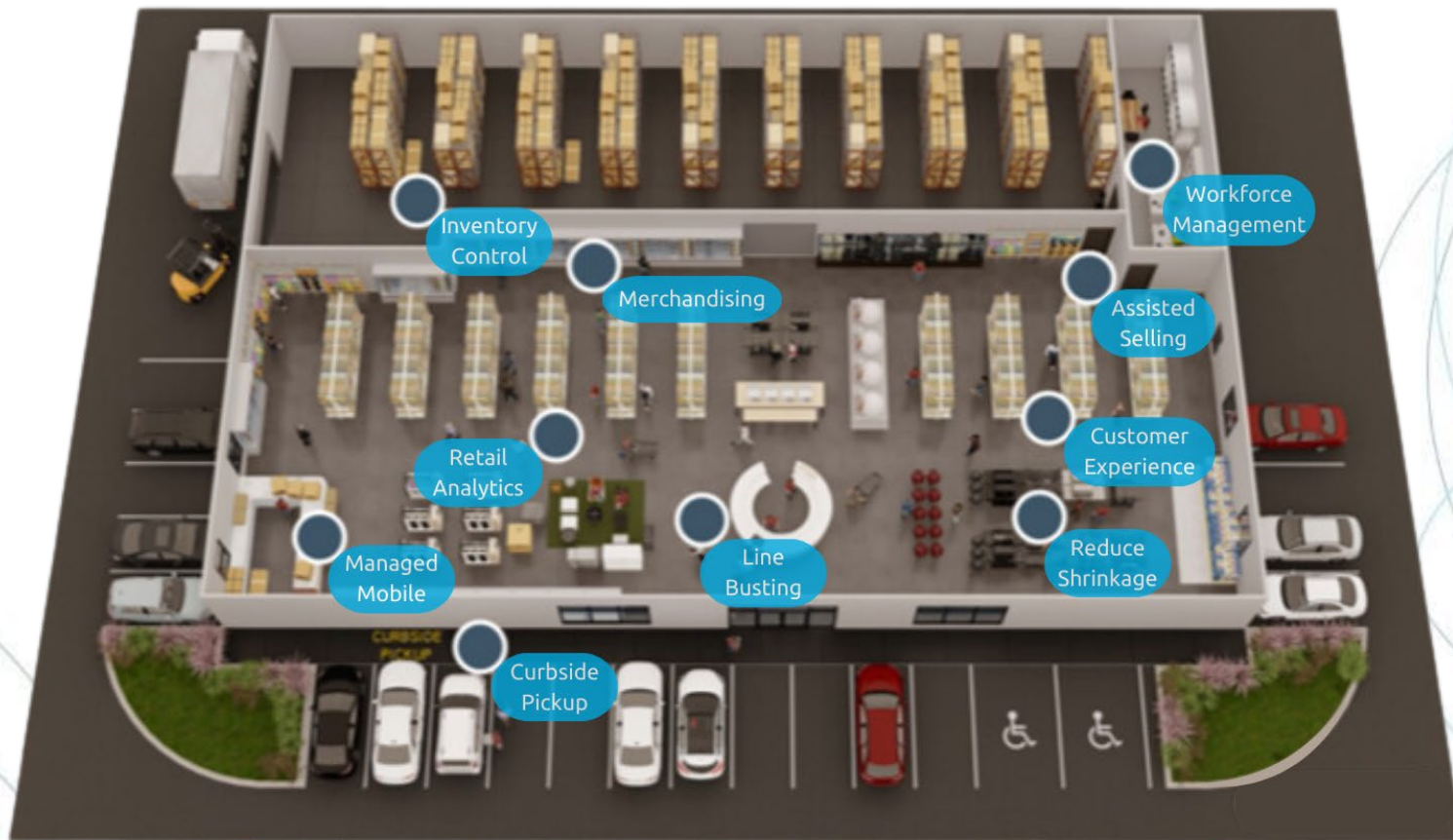
Result

50-80% decrease in mis-shipments (and associated costs)

Bonus

RFID can help locate boxes, confirm delivery

What This Looks Like in Retail



Innovate for an Increase in Operational Success

1

Human error creates
extra expense



*How can we help people avoid
chronic mistakes?*

2

Shrink or loss
degrades margins



*How can we better track the
things we care about?*

3

Labor costs
rise faster
than revenue

How can we better track at a granular level?



Problem

Increasing budget for replacing lost returnable transportation items (pallets, cages, bins)

Solution

RFID tag individual units and record specific destination, and record return success of same units

Result

Higher recapture rate creates better ROI on reusables, replacement cost down, sustainability up

Bonus

Validate right shipments on right vehicle

Rethinking how to contain costs

1

Human error creates extra expense



How can we help people avoid chronic mistakes?

2

Shrink or loss degrades margins



How can we better track the things we care about?

3

Labor costs are rising faster than revenue



How can we help our people maximize their potential?

How can we maximize our people's potential?



Problem

Employees feel undervalued and unrecognized at work, leading to retention issues

Solution

Task management enables the best workers to record what they get done, take on more

Result

Reward the best, retrain the laggards and increase the proficiency of the average worker

Bonus

More gets done with the same people



Problem

Most workers don't have a device, so they can't access information quickly, leading to bad decisions

Solution

Tools / comms in the hands of all workers make them part of the team and able to get support

Result

Better results, cohesive team and more manager interaction

Bonus

Safety issues can be handled efficiently

By Rethinking Tech Usage, We Can Do More

1

Human error creates
extra expense



2

Shrink or loss
degrades margins



3

Labor costs are rising
faster than revenue



Questions ?