

case study



Honeywell improves efficiencies in route deliveries and streamlines House of LaRose's invoice management with its Dolphin® 9900 mobile computers.

House of LaRose, an exclusive wholesale distributor of Anheuser-Busch products, is based in Cleveland, Ohio. Its 95 drivers service more than 5,000 customers a day. Recently, the company sought to upgrade its 14 year-old mobile computing solution as it saw a need to ensure accurate customer pricing and invoicing during deliveries. Working with Daugherty Business Solutions, a hardware reseller and strategic partner, House of LaRose selected Honeywell's Dolphin 9900 for their mobile computing needs, and paired it with Anheuser-Busch's Mobility Delivery Software for a complete invoice management solution. Since implementation, House of LaRose has experienced increased efficiency and accuracy with invoice management, and improved customer and employee satisfaction.

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The Situation:

House of LaRose is a dynamic business with a “sell today, deliver tomorrow” working environment; therefore, they needed a mobile computing solution with the latest hardware and technology to help streamline the delivery process. After 14 years with their legacy hardware, House of LaRose deemed the solution incompatible with their current business model and determined that it was critical to purchase and implement a new system.

On any given day, House of LaRose faces challenges such as dropped or damaged beverage cases, customers changing their order mid-delivery or drivers not correctly recalculating their invoices, causing them to look for a solution that could handle any or all of these situations. Key criteria in the search for new hardware included the ability to modify electronic invoices on the fly, accurately adjust the cost of orders with appropriate customer discounts, reconcile routes electronically, and print supplementary invoices for customers in a matter of minutes.

Wireless capabilities including GSM, WiFi and GPS were required for their application. A user-friendly design and a numeric keypad were also critical factors in their selection process. Finally, they were looking for a hardware solution that was compatible with Mobility, Anheuser-Busch's core mobile sales and delivery application.

After conducting extensive field tests with multiple mobile products, House of LaRose selected Honeywell's Dolphin 9900 for its WiFi capabilities, ability to print invoices on-the-go, compatibility with Mobility and its ergonomic design.

The Solution:

The Dolphin 9900's WiFi capability is particularly important to House of LaRose. Built-in WiFi functionality enables drivers to transmit all inventory, invoice, and transactional data in real-time, without docking the device on a base.

Additionally, Mobility enables House of LaRose drivers to view all invoices for the day, and modify and reprint invoices on the road as needed. If a change in the order occurs while out on delivery, the new solution automatically calculates necessary changes to the invoice and allows the driver to print the new invoice in minutes. This saves time for House of LaRose drivers and increases customer satisfaction and retention; accurate invoices mean fewer discrepancies and disputes and thus faster payment resolution.

The Dolphin 9900's numeric keypad is also a clear benefit as the vast majority of data entered by House of LaRose drivers is numeric. When combined with the Dolphin 9900's intuitive interface and functional design, this feature allows drivers to quickly and easily enter data and complete customer orders.

The Benefits:

The increased mobility, wireless connectivity and user-friendly design of the Dolphin 9900 and Mobility solution have provided House of LaRose with significant time and cost savings equaling more than \$285 per day when factoring its 95 delivery drivers. This equals out to roughly \$104,000 per year – a significant ROI for House of LaRose.

House of LaRose has also seen a clear improvement in its overall efficiency for deliveries and a more positive user experience for workers. Cashiers quickly view all invoices and transactions at the end of each day with confidence in the reported numbers.

“The Dolphin 9900 mobile computers have quickly become an invaluable part of our delivery system, helping our drivers ensure accuracy and efficiency while on the road,” says Dan Brinegar, IT Administrator, House of LaRose. “Honeywell's Dolphin 9900 has provided our company with unequivocal time-savings of roughly 20 minutes per day for each driver, and has raised our driver's confidence in their daily tasks. This has allowed us to better serve our customers and create a more productive and happy workforce within House of LaRose.”

The combined benefits have increased inventory accuracy, saving House of LaRose time and money. With more up-to-date and accurate data, House of LaRose has been able to make smarter inventory and purchasing decisions.

Beyond the efficiencies the Dolphin 9900 has already enabled for House of LaRose, the mobile computer is equipped with GPS capabilities, which House of LaRose plans to utilize over the next year. GPS-based applications such as asset tracking, route optimization and turn-by-turn directions will drive increased efficiency, resulting in a reduction in operating costs and fuel consumption.



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