



CASE STUDY

DELIVERY CENTERS



TASSTA'S PTT, GPS AND INDOOR LOCALIZATION SOLUTION



Delivery centers should follow the strict formation to abide by in order to provide the daily demands. They are involved with daily strain where enormous demands should be delivered on time. As a communication and delivery platform of a company, some centers afford the possibility to transform the collection of goods into an exciting experience for their customers. Therefore, they are able to build an emotional bond with the good from the beginning steps to the first encounter in the delivery center. These centers required a reliable and comprehensive communication solution to organize orders and customer visits.

Considering these facts, the most valuable asset for delivery centers is planning and organizing the company's structures, requirements and operating personnel's safety commitment.

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CASE STUDY: DELIVERY CENTERS

MARKET CHALLENGES

In large and bustling facilities, timely, effective and reliable communication systems between staff, managers and the goods would be requisite. The delivery center which searching for a communication solution defining the radio communication in a new way and supporting their daily tasks have to coordinate nearly everything they are doing from finding the right good and delivery system to guarantee the customer's satisfaction.

TASSTA'S Group Communication via Push-To-Talk (PTT) feature allows instantaneous communication amongst all relevant parties. This is important for the center's staff to stay in contact with each other for operation and organizational purposes.

The other task of delivery centers are the goods as midpoint for the customer. The staffs are responsible to show the goods in the most perfect way to Ordering person. It should follow the well-structured procedures

from the first step of releasing the orders to the presentation to the customer. Logistical and organizational aspects have to be considered at this point.



SOLUTION

TASSTA has a solution for the whole multitude of companies needs in logistic, facility and employee security. TASSTA's T.Flex is a client application that delivers advanced communication capabilities to allow all users to instantly communicate via Push-To-Talk (PTT) across different groups and organizations. It is also extremely useful for the staff in cases of incidents to have an emergency alerting system. At its simplest, T.Flex can be loaded onto any smartphone and configured so that when an "Emergency" button is pushed, it will send an alert to everyone connected. This ensures that any person with the application now has emergency alerting capabilities, avoiding the need to provide single-purpose radios or other devices to users.

T.Flex has a number of other options that can be configured to provide more advanced communication facilities: the sensors within the phones, different types of alerts, GPS and Indoor localization which transmit the exact location of all connected devices and goods. Audio feeds are available in any device are going to send a fast report in a specific situation, e.g. if goods are missing or wrong delivered T.Flex uses the immense computing and sensor functions present in today's devices to deliver advanced communication features and services. The geofencing function allows the staff to control routes and goods that need to be guarded. In other words, this feature makes it easier to perform services all around the delivery centers and complete predefined routes with a simple QR code or NFC chip scanning.

TASSTA's T.Rodon application would provide additional capabilities. In conjunction with the T.Flex client, it is a full-featured dispatch, command and control center. It can transmit Push-To-Talk (PTT) messages and data to individual users, create and track tasks, provide voice recording, monitoring GPS and managing all user and goods activity in the center.

Customer satisfaction is a top-priority of delivery centers of all sizes. These centers have unique challenges that require communication solutions, but ones that are simple to implement and cost-effective. TASSTA's T.Flex and T.Rodon leverage the center's investment in WIFI and hardware devices to provide an over-the-top application that can suit the needs of a number of different groups within the facility.

TASSTA's T.Flex and T.Rodon are ideal for the unique and challenging communication needs of delivery centers. Utilizing standard, off-the-shelf Android, Windows desktop or iOS mobile or fixed devices, TASSTA turns these devices into radios, alarming and group communication tools and organizational features for a impeccable handling of the orders.

TASSTA's solution can be as simple as using the PTT feature in stores between logistic and client service staff. Improving customer services to a more complicated deployment that qualified advanced communication and location features, all helping to make the delivery center a nice and safe place for customers, staff and visitors.