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## CASE STUDY

### **Delivery Management Application for a Retail Giant**

**Verbat Technologies**

USA | UK | UAE | INDIA

[www.verbat.com](http://www.verbat.com)

*Verbat is a Digital Technology Services company with over 15 years of experience in delivering Internet and Mobile Solutions to Enterprises, through Agile Development and Application Management methodologies*

A custom-built interactive application to streamline operations from packing to delivery



## Business Drivers

One of the largest retail giants in the world operating in the Middle East, turned to us for assistance regarding their plans to simplify the process of logistics. The retail company operates with a very large inventory for which they manually handled the operations. The operations vary from accepting orders to delivering them, and recording the details.

They required a solution that can simplify their operations and manage them systematically. The challenge for us was to determine a feature-rich solution that not only integrates the company's operations but also facilitates interoperability and scalability. The solution, according to our client, should streamline their pick, pack and delivery operations.

## Our Solution

Verbat's Microsoft Certified Professionals were assigned to the case. Collaborating with our client's executives, the first step of our team was to learn the way their business works and the operations involved. After analyzing the operations and logistics, our team decided to develop an all-in-one Web/Mobile Application. The end result was a completely custom-built, feature-rich application designed specifically to cater to the requirements of our client.

### Personnel & Processes involved:

- 1 Pull Order from the online web store
- 2 **Retail Manager** – Manages the stores and store managers and track the performance with high level overview of all the orders corresponding to each store.
- 3 **Store Supervisor** – High level overview. Manages people working under him/her to pick/pack/stack/deliver. Can group orders and assign them. Can generate a report
- 4 **Pickers** – Picks orders, view lists of orders assigned in handheld device. Incomplete picking is auto assigned to Master Picker.
- 5 **Packers** – Packs orders, view list of orders. Scans item barcodes and packs them. Generate barcodes for each package.
- 6 **Stackers** – Stacks orders. Scans package barcode and shelf barcode using handheld device. Validation required for misplaced stacking based on storage category of packages.
- 7 **Delivery Team** – Delivers orders, view order lists and customer details. Collects package from shelves and deliver. Recall items in handheld device in case of damage or rejection by customer.

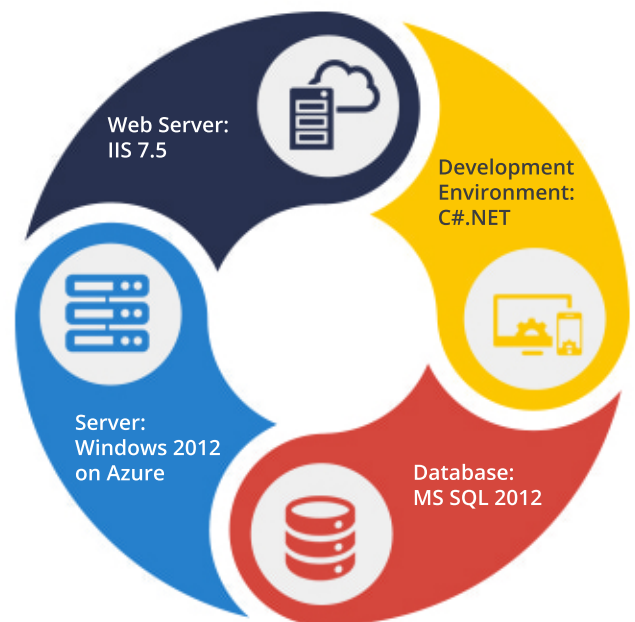


In addition to the aforementioned features, a third party feature named Click-to-Call was also integrated so that the master pickers can contact clients when necessary.

## Features

- ❖ Comprehensive Dashboard
- ❖ Uniquely designed UI
- ❖ View for Store Supervisors to plan and prioritize deliveries
- ❖ Graphical view of each picker's performance for the Store Supervisor
- ❖ Ability to generate and print status reports for functionalities
- ❖ Processes are streamlined
- ❖ A handheld device app to capture customer's digital signature and feedback

## Technology



## Android Application

### OS Version Support

Ice Cream Sandwich,  
Jelly Bean,  
KitKat

1



### SDK/Library

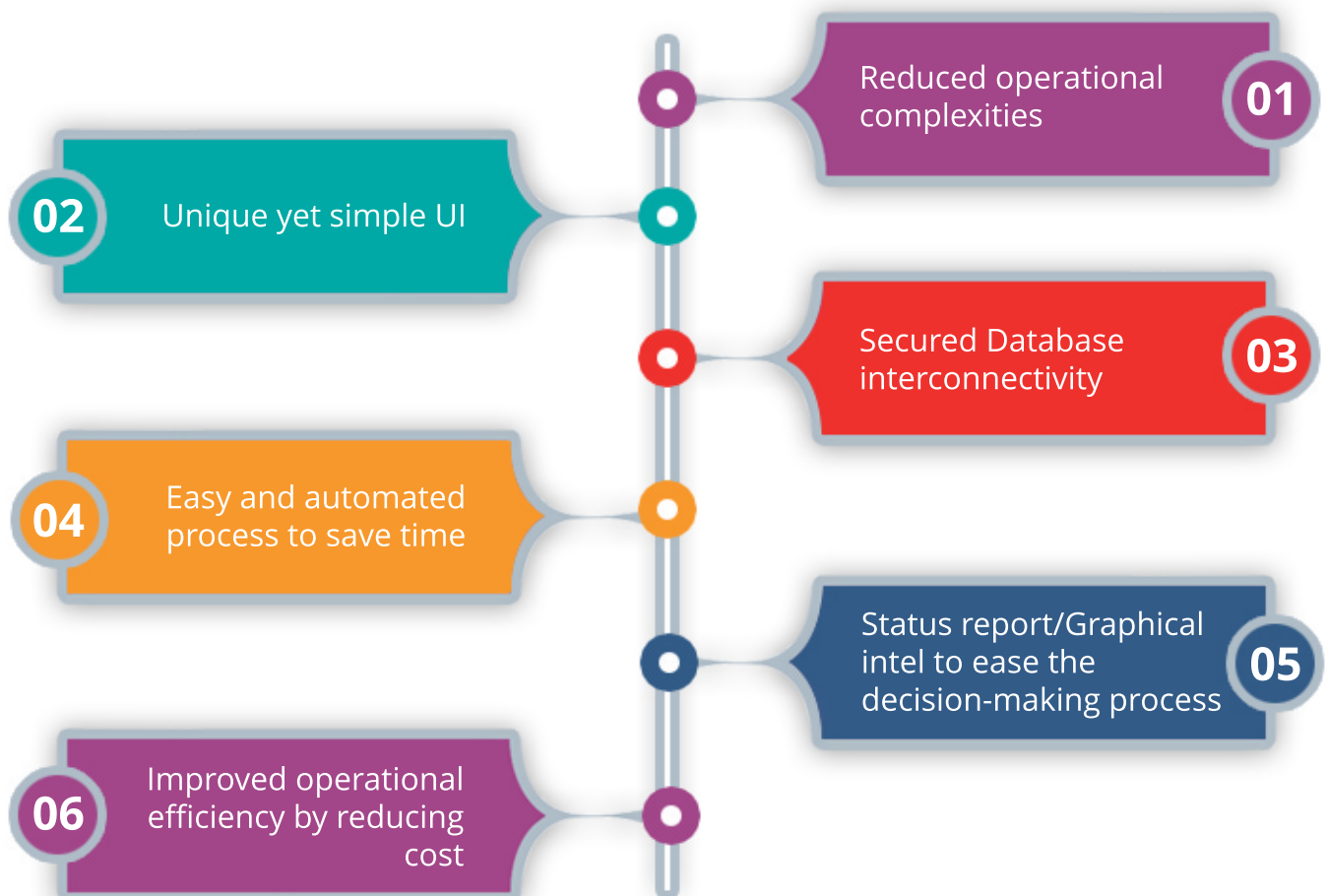
Honeywell, Retrofit,  
Butterknife, Otto,  
Universal-Image-Loader,  
Signature – Pad,  
Barcode scanner.

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## Business Benefits



The custom developed application provided our client a significant boost in improving the operational efficiency while reducing the overall effort and cost by more than 30%.