

## John Bowler's Eggs Cracks Efficiency Savings with M-Netics' IM2 ePOD Suite

JOHN BOWLER'S  
EGGS

### John Bowler's Eggs

#### Industry

Food Production/Logistics

#### Business Challenge

- Paper-based processes to coordinate pickup and onward delivery of eggs

#### Solution

- IM2 ePOD suite
- Product pickup and delivery automation

#### Featured Products

- Zebra MC9500 rugged mobile computer
- IM2 Mobile 2

#### Key Benefits

- **Accurate data capture:** Drivers capture information quickly and accurately.
- **Improved sales:** The WMS enables the efficient management of returns, so goods are sent back to the warehouse and shipped on to stores that are likely to sell the stock faster.

### About the Company

John Bowler's Eggs is one of the largest producers of free-range eggs in the UK. The company provides a complete package of services for franchise farms that includes assisting with planning applications, financial forecasting, site development, health and safety, and more. The 150 farms supported by the firm care for around 2 million hens.



#### Business Challenge

John Bowler's Eggs was looking to help its delivery drivers improve efficiency and productivity. The new system needed to replace paper-based systems with electronic processes for route scheduling, egg pickup and onward delivery.

John Bowler's Eggs used paper-based processes to coordinate pickup and onward delivery of eggs for its franchise farms. The system relied on drivers accurately recording data (including 10-digit order numbers) to detail the type and volume of eggs picked up from farms and delivered to packing centers. Any error could lead to disparities between what the farmer believed was loaded on to the vehicle and what the packing center logged. With 2,000 pickups and deliveries every week, there was significant scope for mistakes. 'Exceptions' – typically relating to the way eggs were graded – were running at approximately 10 percent.

Every disparity needed to be manually investigated. During the investigation, farmers were paid a sub-payment until the details could be clarified. If the payment was higher or lower than the actual amount

owed, further time was required to rectify the account. With administration of orders taking five man-days a week, John Bowler's Eggs defined the need for a mobile computer system to decrease human error and enhance the efficiency of delivery processes.



*"We've deployed mobile applications based on M-Netics' IM2 ePOD software to automate processes relating to the pickup and delivery of eggs. We're seeing a number of benefits, but particularly important is the reduction in 'order exceptions.' This is where our driver's delivery records were at odds with the farmer's or packing center's. By improving data accuracy, exceptions have fallen from around 10 percent per week to a handful. This plays a key role in reducing the time needed to manage orders from five man-days a week to less than half a day. We've also cut driver waiting times, so we're saving 12 hours across the fleet daily."*

—IT Director,  
John Bowler's Eggs

## Contact Us

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## Solution

John Bowler's Eggs chose Peak-Ryzex as its technology partner for three key reasons. First, its next-generation IM2 Enterprise Mobility Suite was about to come to market. The comprehensive software delivers the key ePOD features needed by John Bowler's Eggs with the option of customization to map to specific requirements.

Second, Peak-Ryzex has deep experience in the sector – working with egg producer Noble Foods. Third, a good relationship had developed between John Bowler's Eggs and Peak-Ryzex's teams. John Bowler's Eggs retains a high degree of IT expertise. All the components of the deployment were managed in-house – from installing the IM2 application server to its integration with John Bowler's Eggs databases for route planning and scheduling to the staging and deployment of Zebra's rugged mobile computers.

Deployment was straight-forward with no major issues. The versatility of the IM2 ePOD suite has enabled John Bowler's Eggs to automate key components of egg pickup and delivery workflows.

The transport manager produces driver schedules. The driver logs on to the Zebra rugged mobile computer and the schedule is downloaded to their computer. When arriving at

the farm, the barcode for that premises is scanned to stipulate the hen houses where eggs on pallets are ready for pickup. Template forms capture the required standard information, including one of three categories of eggs (ungraded – for processing at the packing center, farm seconds and 'double-yolkers') and quantities. All data collected on site is communicated immediately over the mobile network to the back office. A receipt is printed using a Zebra mobile printer detailing compliance information (e.g., date and time of production and farm name and location) and egg quantities. A copy is handed to the farmer and placed on the pallets. The receipt includes a barcode that is scanned at the packing center to cross-reference the order information collated on site with goods received.



## Application

### Peak-Ryzex's IM2 ePOD supporting:

- **Route schedules:** Delivery schedules are downloaded to drivers' mobile computers.
- **Template data collection:** Drivers detail egg categories and numbers on each farm using standard electronic forms.
- **Electronic Proof of Collection (ePOC):** Farmers are handed receipts immediately containing accurate consignment information, including details required by law (e.g., date and time of egg pickup).
- **Electronic Proof of Delivery (ePOD):** Order sheets are affixed to deliveries by drivers. Barcodes, including the order information, are scanned by teams off loading eggs at packing centers.
- **Time sheets:** Driver hours are collated when logging on to and off from their mobile computer.



### Business Benefits

The technology is delivering a number of business benefits. Paper-based queries have almost been eradicated from a previous high of around 10 percent per week, managing the order process electronically is estimated to save around 4.5 man-days weekly in administration time, and improved processing of deliveries at packing centers saves each driver up to 45 minutes per day.

The driver collates data far more accurately while on site at each farm. As the produce is loaded, John Bowler's Eggs knows the exact details of each consignment. The number of order exceptions has fallen from around 10 percent a week to a handful (any issues are usually caused by an unscheduled order). In turn, this means sub-payments to farmers that were made while exceptions were investigated have fallen dramatically,

saving significant money. In addition, the previous paper-based system took five man-days a week to administer – a figure down to just half a day. Also, drivers used to have to wait at packing depots for paperwork to confirm deliveries. Now depots use handheld scanners to automatically record the barcode data on the delivery receipt provided by the driver. An ePOD note is produced immediately and the driver can be back on the road faster; the total time saving across the fleet daily is 12 hours. Additional business benefits include:

**Fleet efficiency:** The faster processing of deliveries at depots due to the scanning of order details saves 12 hours daily across the fleet of vehicles.

**Exceptions fall massively:** Order exceptions that were running at around 10 percent per week are virtually eradicated.

**Back office time savings:** The previous paper-based system required five man-days a week, which has fallen to half a day.

**Data flow:** Data flows around the business much faster, and the validation of order details (through barcode scanning at packing centers) cross-references ticket accuracy.