

# DELIVERY ROI SHOWCASE

## Airborne Express



### Nextel Communications Case Study

Airborne Express  
Seattle, Wa.

*Airborne Express is one of the world's largest courier delivery companies.*

### Business Process Challenge

Handling over 1.4 million shipments per day at Airborne Express, managing the communication, and tracking the volume of these packages proved to be a daunting task. For years, Airborne's pick up and delivery drivers used barcode scanners to download shipment data to keep track of packages, but without the near-real-time benefits of a wireless environment. As Airborne Express continued to grow, serving more and more customers, real-time visibility into customer shipment status and a more efficient dispatch system were identified as a critical initiative to improve customer service.

### The Solution

After several years of design and development, Airborne rolled out its final version

of a new communications system in 2001. A new Integrated Driver Communications Device could now replace the current voice communication system, and provide efficient communications between driver, dispatcher, and ultimately the customer.

But Airborne needed a wireless network to operate the new device. Nextel was chosen as one of two wireless networks to support the new communications platform. With the support of Nextel's extensive national coverage, Airborne now had sophisticated communications capabilities.

### The Benefits

The new scanner, equipped with text messaging capabilities, no longer required drivers to be in their vehicles to communicate with dispatch. Timely proof of delivery and pick up information could be transmitted to Airborne's mainframe system, allowing for near-real-time visibility of shipments for customers. Signature capture is also available, eliminating the need for paper manifests while improving Airborne's ability to quickly retrieve signature information. Pick-up-stop dispatching was also improved, as drivers could now view and process their pick up stops easily from the scanner screen on the new device. And it's all within a paperless system.

"We've changed the way we do business to better meet the needs of our customers," said Bill Ashby, vice president, field services engineering, at Airborne Express.

"By partnering with Nextel, we now have a wireless business solution that not only increases our operational efficiencies, but improves service to our valued customers."

Today, Airborne Express has 6,000 units supported by Nextel that are used for real-time communication between the drivers and dispatch. It has witnessed significant cost savings and productivity improvements. The device has helped Airborne maintain its competitive edge in the transportation and logistics industry.



# NEXTEL®

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