



Transparent, efficient and reliable

Circlon | group implements individual service solution with new mobile devices for MEWA Textil-Service.

CUSTOMER

MEWA Textil-Service AG &
Co. Management OHG

INDUSTRY

Field Service

EMPLOYEES

Over 5.700

OUR SOLUTIONS

Mobile terminals for the
vehicle fleet (Europe-wide)

Circlon | operate – Asset &
RMA Management Tool

Service for rollout/rollin,
staging and pooling in
RMA case

“The consultation, the procurement of the new mobile devices and the rollout so far have been optimal from our point of view. We see another significant advantage in the digitalisation or automation of the device management up to the device exchange. All relevant processes have become much more transparent.”

MATTHIAS KUN, HEAD OF FLEET IT SYSTEMS AND FLEET MANAGEMENT, MEWA TEXTILE-SERVICE AG & CO. MANAGEMENT OHG

Numbers, please!

The key data of the project

DATA



Around

800

new mobile terminals for the driving personnel

6

months after project start, already

Use at

45

locations

in

14

European countries

50%

of the devices rolled out

CHALLENGE

MEWA was looking for an individual solution for the company's own service logistics. The division was to receive new and more efficient mobile devices. At the same time, the switch from Windows to Android was to be completed. MEWA attached particular importance to the new devices being compact and robust for the drivers. In addition, they should offer an optimal price-performance ratio. MEWA also wanted an "all-round carefree package" for the smooth operation of the new service solution.

SOLUTION

Robust smartphones replaced the old fleet of devices at MEWA, meeting the requirements in terms of operating system, cost-effectiveness and performance. Since the start of the project in June 2020, half of the 800 mobile devices required have already been successfully rolled out. They are being used at six locations in Germany and in eight other European countries. The Circlon I operate solution ensures optimum availability.

ABOUT MEWA TEXTILE SERVICE

MEWA Textil-Service is a leading textile service provider for work wear and an expert in hygiene, cleanliness and microbiological safety. From its administrative headquarters in Wiesbaden, the group operates 45 locations in 14 European countries and has about 5,700 employees. MEWA supplies its customers with its own fleet of around 590 vehicles.



WHY CIRCLON

Our solutions are designed like a modular system: The building blocks can be selected separately and combined to create an individual solution. This is particularly economical, as only the components that are actually needed are purchased. Modifications and extensions can also be realised cost-effectively in this way. In addition, we regularly update our modular system to the latest state of the art and expand it.

Another plus of the Circlon I group: Especially in the area of delivery logistics, we have extensive practical experience gained from many successful projects.

PROJECT HIGHLIGHTS

The new, robust smartphones increase the performance of each individual member of the service logistics team because several tasks can be carried out simultaneously with a single device. This optimises logistical operations and subsequently leads to time and cost savings.

The Circlon I operate solution, which runs in the background, ensures central digital management of the MEWA equipment pool and provides for the rapid replacement of defective equipment if necessary. RMA cases (RMA = Return Merchandise Authorisation) are handled via a “swap exchange”: An intact equipment from the pool is delivered to the respective location in a swap box. The defective equipment is returned in the same box, checked and repaired if necessary. The result is seamless equipment availability. MEWA remains able to act in the event of a return and has a full overview of the current status of the equipment at all times through Circlon I operate.

FURTHER COMPETENCES FOR DELIVERY LOGISTICS


- Circlon I track & trace solution for route/shipment tracking
- Circlon I go App for shipment tracking, for external contractors
- Circlon loading aid management
- All-round service for all mobile devices in the field
- Intelligent truck navigation software from our partner network

Let us increase the efficiency of
your logistics processes together.

I would be happy to show you
which options are best for you.



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