



## Atripco Delivery Service optimizes their order fulfillment process with Push-to-talk on Bell's blazing-fast network



Atripco Delivery Service is a courier company that has established a reputation for fast and efficient overnight, same day and rush deliveries. They are committed to shipping anything, anywhere, anytime – whether it's medical supplies, food, industrial prototypes, or simply an envelope.

### The need.

In an industry with employees constantly on the go, Atripco Delivery Service found that their communication processes were tedious and inefficient. Their previous Push-to-talk (PTT) carrier was unable to provide them with the advanced technology needed to keep pace with the demands of their business.

On the road, drivers collected signatures on printed forms upon delivery, and then had to return the signed sheets to the office to be scanned into their electronic system. "We can't invoice anything until we have proof of delivery. We had to constantly remind guys to get their work orders in at the end of every week" said Lindsay Service, HR Manager at Atripco Delivery Service.

Their previous PTT provider was incapable of supporting the data speeds and hardware drivers needed to access the company's order management database from the road. In order for Atripco to capture signatures digitally but still maintain the dispatch functionality of PTT, their drivers would have needed to use two separate devices. This solution would have been inconvenient for the drivers, and expensive for the company.

### The solution.

Atripco Delivery Service switched to Bell's next-generation PTT service and chose a diversified mix of devices to cater to the unique needs of each employee. "The BlackBerry® Bold™ brings ease of use and familiarity to the office staff, while the Samsung Galaxy Rugby™ LTE and Sonim BOLT bring flexibility as well as ruggedness to our courier and truck drivers," said Drew Service, Operations Manager at Atripco Delivery Service.

Bell's PTT solution provided Atripco with instant PTT communication and data capabilities. It was also cost-effective, allowing each employee to complete both order dispatch and management functions from single devices.

## Why choose Push-to-talk (PTT) from Bell?

### Canada's largest LTE network.<sup>1</sup>

We cover over 31 million Canadians from coast to coast, keeping your business connected wherever work takes you.

### Ranked #1: Canada's fastest mobile network.\*

With the Bell network, you can upload and download with blazing-fast speeds – helping your team keep pace with the speed of business. And we keep getting faster. We are rolling out the next generation of mobile technology, LTE Advanced, in communities across Canada. Visit [bell.ca/network](http://bell.ca/network) for details.

### Canada's largest Wi-Fi network.

Your team can stay productive and conserve data while on the go. And you can make secure PTT calls over Wi-Fi.

### Powerful PTT technology.

PTT from Bell uses the same one-touch technology used by some of the largest U.S. carriers<sup>2</sup> – the industry's clear choice in PTT technology. Plus Bell offers a wide range of PTT devices and accessories, including the largest selection of rugged devices.

\* As ranked by PCMag.

## The result.

Faster data speeds on the Bell network allowed Atripco to streamline their processes with a specialized courier application. With the Samsung Galaxy Rugby LTE, they were able to integrate this app to provide tracking and dispatch, barcode scanning, real-time updates, and the ability to collect signatures digitally on their phones when completing deliveries. "Part of being a leading delivery company is being able to provide excellent customer service. With digital signature capture, our customers can log into their accounts online and confirm that their order has been processed – bypassing the need to call in," said Drew Service.

Next-generation PTT from Bell helped Atripco to stay organized and ensured that each PTT user's device was updated with a current directory of contacts. "We really like the online contact management tool, which helps us to keep contact information up to date. When an employee leaves, there are no disruptions to the business and our dispatcher and drivers know exactly who the numbers belong to," said Lindsay Service.

Atripco Delivery Service was able to boost efficiency, exceed customer expectations, and take its operations to the next level with Bell's PTT. "Integrating vital technologies within the business gave us the opportunity to move into the 21st century. The cost-savings of switching to a digital platform has helped us grow our business and provided a competitive edge," said Lindsay Service.

Bell made it an easy decision for Atripco to make the switch. "A Bell representative came in one day and proposed the new solution. We knew what we wanted and were ready to execute. He had answers for everything, making this a very positive experience for us. We were confident and ready to go and Bell made it happen for us," said Lindsay Service.

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*Lindsay Service, HR Manager at Atripco Delivery Service*

Does your business encounter similar communication challenges? For more information about Push-to-talk service and how we can help, visit a Bell store or call 1 855 272-0776.



## Powerful Push-to-talk service from Bell.

Combining one-touch voice communications with blazing-fast data speeds, Push-to-talk from Bell uses the same one-touch technology used by some of the largest U.S. carriers<sup>2</sup> - the industry's clear choice in PTT technology.



Samsung Galaxy Rugby™ LTE