

Food Distribution Background

A broad-line food distributor, to the food-away-from-home industry, one of the top twenty broad-line food services in the country is known for its service excellence, building innovative systems to insure high reliability in distribution, and in developing new data services for customers.

Situation

Based in Texas, with multiple distribution centers and offices, the food line distributor wanted to improve communications with its fleet of delivery drivers and replace their pagers with mobile phones. The phones allow the drivers to communicate with their customers, their dispatchers, and the warehouse and with adjacent drivers, increasing the efficiency and time to delivery for the distributor. Cost of the mobile service was important and the distribution company wanted to limit the use of the mobile phone to only business contacts contained on the phone.

Solution:

Working with the local Verizon Account Rep, the food distributor was introduced to Remoba and its iPhonebook solution. After reviewing the Remoba cost structure, lack of any setup fees, and the ability to remotely manage the phone, content, the customer chose the Remoba iPhonebook solution.

- **Wireless Access to Contacts** With drivers on their delivery routes and having wireless sync update of the contact manager on the phone, the field drivers always have the latest contacts at their fingertip for instant communications with their customer, their workforce or the Warehouse.
- **Lockdown and Poison Pill** With the lockdown feature on the phone; the distributor has control over the driver's use of the phone assuring that the phone will only be used for business related calls. The poison pill feature guards against lost phones or missing phones and ensures that the content of the phone will be properly erased in these cases.



Result

After the Remoba iPhonebook solution was selected, Remoba worked with the food distributor to set up a corporate account, built the corporate data base, and started to load iPhonebook contacts onto the employee's phones.

The dispatch agent at Food Distributor stated: "The initial setup was painless; the lockdown feature was easily managed and worked as advertised. The iPhonebook application met and exceeded all our expectations."

iPhonebook is available today through Verizon Wireless' Get It Now mobile store. iPhonebook can be found under the Get Mail category. More information about iPhonebook can be found at www.Remoba.com.