

Efficient stock control using Axis network cameras.

Monitoring orders using network cameras from Axis Communications gives EET Nordic better customer support and increased efficiency in the logistic process.



Organization:
EET Nordic

Location:
Ballerup, Denmark

Application:
Warehouse and delivery
monitoring

Axis partner:
Milestone Systems

Mission

With an annual turnover of 800 million Danish Kroner, IT distributor EET Nordic's logistics center in Ballerup is a hive of activity requiring optimum control. Every day, thousands of computer products destined for end customers around Europe are transported in and out of the enormous warehouse. In the midst of all the activity it can be difficult to avoid uncertainty and mistakes in connection with individual deliveries. Although it does not happen often, this is always a problem which costs dearly in time and loss of goodwill with customers. Therefore, EET Nordic was looking for a solution that could enable better monitoring and thereby improve the dialogue with customers and carriers.

Solution

The solution to EET Nordic's challenges turned out to be close at hand, right on EET Nordic's own warehouse shelves. EET has been a distributor of Axis network video products for many years and chose to optimize its stock control using Axis network cameras because they are reputed for their high quality and great reliability. They are also very easy to set up and operate.

Result

EET Nordic installed more than 50 Axis network cameras which are connected to a central server and controlled using Milestone's video management software. EET Nordic now has an advanced monitoring tool at hand, which not only reduces the number of mistakes significantly, but also makes it possible to improve customer service and satisfaction. Using video monitoring, EET Nordic will always be able to document what has happened with each individual consignment.

Controlling the hive

EET Nordic is one of Europe's largest distributors of computer products and spare parts and has offices in 13 countries around Europe and more to come. The Logistic Center is situated in Denmark, from where the majority of EET Nordic's deliveries are dispatched. Every day, EET Nordic's head office is a hive of activity, where products are received and dispatched from the storage area, from suppliers and to customers all over Europe.

"Always being able to document to our customers what has happened to the individual delivery whilst it was our responsibility, gives us great confidence and security. Customers also find it easier to accept our conclusion of the event when we send them a video sequence as documentation."

Tom Kjærulf, Logistics Director, EET Nordic.

In order to increase the quality of service and be able to document delivery handling, EET Nordic chose to install Axis network cameras. Logistics Director at EET Nordic, Tom Kjærulf, says: "Always being able to document to our customers what has happened to the individual delivery whilst it was our responsibility, gives us great confidence and security. It also appears that many customers feel more confident choosing us as their distributor, because we are able to tell them that we can document our deliveries at all times, should any doubt arise. Before, we evaluated mistakes by what we thought had happened, but now we can relate to the real course of events. Being able to show that no mistake was made by EET Nordic's co-workers during the handling process has helped reduce our quality costs substantially. Customers also find it easier to accept our conclusion of the event when we send them a video sequence as documentation."

More than 99% of EET's orders are now executed on the day of receipt – whether the customer is based in Malmö or Milan – helping the company to further gain credibility and the trust of its thousands of customers.

Reliable and correct deliveries

With Axis network cameras, EET Nordic never has to guess, and can always find exact documentation for each individual phase of the goods handling. Everything is recorded and kept for 30 days. If a customer contacts EET Nordic because he did not receive his order, or because the delivery is faulty, EET Nordic's logistics service can immediately get into the monitoring system and examine the recordings to find out whether the mistake was made by EET Nordic or elsewhere within the supply chain. The system is used every day, because it is impossible to avoid problems in a large logistics centre handling thousands of consignments every day.

The video monitoring system has already saved EET Nordic a great deal in terms of both goodwill and money. The company has experienced instances of consignments with values far exceeding the cost of the new monitoring system, which have not reached the end customer.

With the camera monitoring, it will always be easy to prove that the consignments have actually left the dispatch department and that the fault therefore must lie with another link in the supply chain.

"Axis network cameras are used more and more often for alternative monitoring purposes, and an installation like the one at EET Nordic clearly indicates the great advantages of the cameras when it comes to making the work flow, operational security and customer service more efficient. EET Nordic's installation goes to show that Axis' network cameras can be used for more than just protection," says Magnus Zederfeldt, Sales Manager, Axis Communications (Scandinavian and Baltic countries).

EET Nordic has also gone to great lengths to tell its employees about the network cameras. Their reactions have been positive, as they feel safe knowing that the truth about the deliveries can be found at any time, should any doubt arise.

Focus on future improvement

At EET Nordic there is a constant focus on improving logistics by employing the latest technology. The company doesn't lean back and count on future success. The logistics firm strives to be the best in its area of business and use of intelligent camera surveillance is one of the tools that will consolidate EET Nordic's leading position in the future.

"We are constantly following the technological development to make sure we get the most out of the functionalities that Axis Communications' products offer in collaboration with software from Milestone. In the future we will implement new features such as face recognition in relation to access control, two way sound, analysis of images and full HD image quality," says Tom Kjærulf.

