



Success Story

UK Logistics Company Rides Wave of Success with the Help of Zyxel Nebula



INDUSTRY

SMB



CUSTOMER

BJS Distribution
Storage &
Couriers



COUNTRY

UK



SOLUTIONS

Zyxel
Nebula
Solution

Overview

Challenges

- Moving from paper-based processes to connected device management across multiple warehouses
- Finding an easy-to-use networking solution that's scalable, secure and affordable

Results

- Cloud-managed access points (APs) are cost-effective, centrally controlled and easily deployed
- AP's dual-optimised antenna and sturdy casing provide long-range performance that can withstand harsh conditions
- Comprehensive security features ensure enterprise-class protection without the price tag

Solution

- Zyxel Nebula Solution

"Since the initial installation, we haven't looked back. The solution is extremely versatile and easy to use. Because it's centrally controlled, we can see exactly which access points are down or need a boost, meaning we can resolve the problem quickly before it impacts productivity. We are looking forward to growing our business with the support of Zyxel."

Gurpreet Singh,
ICT Services Manager
BJS Distribution Storage & Couriers Limited

Background

Founded in 2009, BJS Distribution Storage & Couriers Limited started as a family-run, two-man home delivery and assembly service. The company now specializes in the warehousing and delivery of bulky products, such as furniture and electricals, partnering with popular brands such as The Cotswold Company, Made.com and Wayfair.

Early on, the business set itself apart from the competition by being one of the first in the region to introduce next-day and choice-of-delivery-day services for customers. By accurately gauging and meeting consumer demand,

the business has continued to grow from strength to strength.

This ability to respond effectively to client needs, coupled with top-notch customer service, has enabled the company to increase its fleet of vans from 10 to 115 in just five years. It now operates over 100 routes – rising to 140 at peak times – across the UK. To keep up with demand and to accommodate the holding and delivery of stock, storage space has also grown to six warehouses in just a few years.

Challenges

As BJS ascended rapidly through the industry ranks, its leadership started to appreciate the importance of technology as a means of achieving growth and refining business practices. It became clear that the manual, paper-based process by which it managed product flow just wouldn't cut it. When goods arrived at the facility, they were ticked off the lorry on a paper manifest. If not seen, a call was made to the originating company to notify them that they hadn't arrived. The goods were then ticked into the warehouse, so the company had a log of what was in the facility.

To help speed up this process, BJS took the decision to use barcode scanners and mobile applications, requiring

the installation of five wireless access points across the two warehouses.

After a year of use, it became evident that the wireless infrastructure still wasn't suitable for a company growing as quickly as BJS. Investment in Chromecast devices to improve the process of scanning trucks and reconciling deliveries pushed the access points to their limit. The devices stopped working properly, increasing the likelihood of security vulnerabilities that could put the network and company data at risk. Simply upgrading the existing access points, however, would be costly and unlikely to provide sufficient support for current and future business growth.

Solutions and Benefits

To help it take the right approach, BJS turned to its IT support provider, Vibrant Networks, which recommended that cloud-managed access points from Zyxel could be the answer to increasing WiFi performance, security and coverage – all whilst controlling costs.

Zyxel Nebula **NAP203 access points** have given the company the ability to future-proof its network at a reasonable price point. The product was easy and quick to set up, and zero-touch deployment meant that each access point auto-configured itself after installation and automatically joined the network.

To help cope with the rigours of a harsh and vast warehouse environment, the access point's dual-optimised antenna provides optimal, long-range performance. Additionally, special hard-wearing casing physically protects it from potentially damaging airborne particles. As a result of

being able to centrally manage the network via the cloud-based Nebula system, the team now have real-time visibility of each access point. This allows for any technical issues to be quickly identified and resolved. The Nebula's comprehensive security features also deliver enterprise-class protection without the associated price tag.

Now, when stock arrives at the warehouse, it is scanned off a lorry to say it's arrived, scanned to say where it's going and then scanned onto the next lorry. Furthermore, office staff know exactly which goods have and haven't been received, the location of goods within the facility and whenever goods are moved.

Before its automation, this process took between four and five hours; office staff were having to manually check that everything had arrived, was in the right location or on its way to its destination. The use of handheld devices, which



enable the reconciliation process to happen almost instantly, has shaved at least an hour off the previous time.

The network roll-out, which started with five access points across two warehouses in 2017, quickly increased to 10 units

across four warehouses; roll-out to the other two facilities is in the pipeline. BJS Distribution Storage & Couriers Limited hopes to have 30 access points in total to help it continue to meet customer demand for fast, efficient service.

About Zyxel Communications

Focused on innovation and customer-centricity, Zyxel Communications has been connecting people to the Internet for nearly 30 years. Our ability to adapt and innovate with networking technology places us at the forefront of creating connectivity for telcos and service providers, business and home users. Zyxel is building the networks of tomorrow, unlocking potential, and meeting the needs of the modern workplace — powering people at work, life, and play. Zyxel, Your Networking Ally.

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