

Logistics

Dallmeier CCTV/IP solutions for logistics

Shipping goods quickly from Munich to Singapore is no longer a problem – international logistics companies make it easy. Not only do they have to protect expensive and fragile goods from theft and damage in transit but they also have to be able to ensure that human errors, such as loading errors, are fully documented. The reason being that resolving disputed damage claims is time-consuming and expensive.



But with Dallmeier Logistics Solutions problems like that are now a thing of the past!

Situation

In logistics company warehouses a proportion of the goods held and dispatched are high value items. A variety of different parcel delivery companies and carriers collect the goods and deliver them to dealers or end-users. Unfortunately it is impossible to completely eliminate cases of damaged goods, loading errors or other kinds of loss. And the disputes which do arise and are not resolved – where it could not be established who caused what damage – are laid at the logistics provider's door since he is responsible for any unresolved claims.

Keeping a close eye on the goods

Because of this, more and more transport companies are using modern CCTV systems from Dallmeier to prevent problems and to document the path taken by the goods up to the hand-over to the carrier. These enable any damage which is incurred on the way to be investigated and claims resolved quickly and economically.



To ensure smooth comprehensive documentation all goods are electronically registered as they enter the warehouse, completely traced during their way through the logistics centre and they are scanned again when they are handed over to the parcel company or carrier, when the liability for the goods is transferred to the onward transport provider.

Besides this data capture, each scanning action is also recorded by a high resolution colour camera. The scan data are recorded together with the pictures in the digital recording system so that the pictures and package data can later be amalgamated. The barcode for each package can then be used to identify and trace the item through the warehouse. This allows not only individual packages but also whole pallet loads of assembled packages to be monitored as they progress through the warehouse.

And it's not just at 'Goods in' and 'Goods out' that high performance CCTV/IP systems can assist in resolving contentious situations. Whenever an item is missing from its designated storage location the CCTV recording can be used to find it quickly.

High-resolution digital recording systems

The Dallmeier DVRs are particularly suitable recording systems for this environment, as they are excellent for complex CCTV/IP monitoring installations where several recording systems are run in the network and linked to external data sources. The integrated motion detection allows the recorder to only record if it registers movement. If an alarm is triggered then the picture data are stored separately. They can be stored not only in the recorder but also in external RAID systems. Large recording capacities are crucial since many customers only report the non-arrival of a package weeks later and the logistics operator has to be able to easily track the route taken.

Finding lost items

When a loss (theft, damage, dispatch error) is reported then Dallmeier's review software PView comes into play. The programme establishes how and when the loss occurred from the package data. The search can be made according to a variety of criteria – package number, delivery number, time, etc. If the handling of a particular package is being investigated then clicking on a list brings up the desired camera picture together with a display of the pre-history on a split screen. This allows losses to be quickly and simply traced and verified without a tedious paper trail.

The software handles the backup of evidence, too: relevant footage is backed up onto the PView-Station's hard disk and can also be written to a CD or DVD. The ProcessViewer, Dallmeier's free viewing and preliminary editing software is automatically written to the CD alongside the footage to enable the exported pictures to be viewed on any commercial PC. The date, time, camera location, package data and picture number are all inserted into the pictures and any manipulation of the pictures becomes evident in the inserted text.

Increased storage capacity

Up to 100,000 scanning actions a day are not unusual for large logistics companies. The Dallmeier storage systems can be used for storing this enormous volume of data. Besides increasing the storage capacity, they also offer increased data protection against hard disk failure, since one hard disk can be configured as a hot spare over and above the RAID5 system. The built-in hot plug function also ensures that hard disks, power supplies and fans can be changed the system still running.

Easily integrated

A further advantage of the Dallmeier systems is that they can be easily integrated with the transport company's existing IT-supported security systems. The modular structure and flexibility are very attractive, allowing easy expansion and customisation to suit the user's every requirement – which is surely important, as globalisation is set to remain an important issue for years to come and will no doubt continue to entail new and more complex demands.

"A worthwhile investment"

The Dallmeier logistics solution pays for itself very quickly as the logistics provider Tech Data confirms, "We very soon established that the number of claims had fallen by 40 percent. On top of that the speedy resolution of 80 percent of contentious incidents has saved us both time and money."