



»»» Microland enables **contagion mitigation and operations resilience** for one of the top ten global provider of transportation and logistics services with a highly scalable solution on Universal Contact Tracing (UCT)





## CLIENT

*One of the top ten global transportation and contract logistics company that manages supply chains for over 50,000 customers worldwide, including 69 of the Fortune 100, with operations across 30 countries.*

## »» CHALLENGE

The COVID-19 pandemic has radically changed demand patterns for products and services across sectors, while exposing points of fragility in global supply chains and service networks.

The pressure was huge in the 3PL (Third-Party Logistics) providers market as the distribution has been disrupted on a global scale, requiring transformative and creative efforts to continue operations while maintaining a well-staffed team and providing a safe work environment by introducing new protocols on social distancing at warehouses, disinfecting work areas, and providing protective gear.

The operations leaders of our client were seeking to reinvent the way they work and thus position themselves for the new normal and were looking for an out-of-the-box, highly scalable solution which will maintain strict employee privacy and one which does not need cellular phone for monitoring and can be deployed with least resistance from employees.

# »» SOLUTION

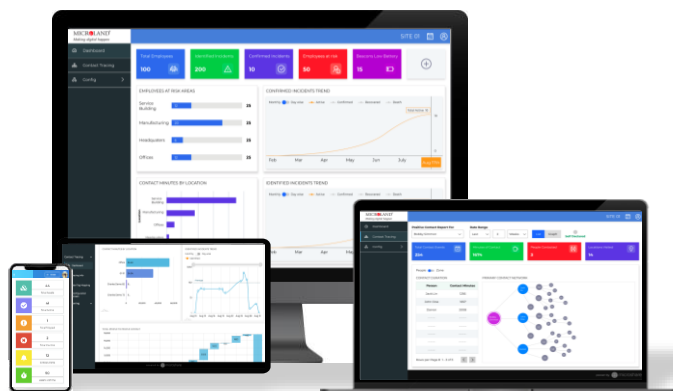
## Stepping up to meet the new business dynamics

Microland's Smart Facilities solution suite offers multiple use cases including **Universal Contact Tracing (UCT)**, Predictive Cleaning, Air Quality Monitoring, Occupancy Insights , ensuring resilience and sustenance in facility operations. Our client's goals were specifically tied to an immediate enabler for contagion mitigation and therefore, the UCT module was deployed to achieve client's objectives.

This solution, developed in partnership with Microshare, features an operational expenditure (OPEX) based, **intrusion-free** (does not depend on the customer's infrastructure), **easy to deploy solution**, offering an immersive visual experience and real-time actionable insights to ensure a safe and comfortable environment for warehouse employees and the ability to monitor and maintain safety protocols for the Logistics and Response teams at the large warehouses of the client.

## Delivering program objectives

With Azure IoT platform led solution approach, a unique plug-&-play SaaS based, highly scalable solution including wearables, plug-in BLE scanners and plug-in LoRa Gateways along with analytics and visualizations was implemented. The result was a rapid deployment cycle of about 2 weeks from receipt of hardware to insights being delivered with real-time intelligence on facility safety and to monitor and maintain safety protocols at the large warehouses of the client.



## » INSIGHTS & OUTCOMES

**7000**

Employees' Safety Covered

**37**

Target Warehouse Zones Monitored

**~2**

Weeks Deployment Cycle

The solution equipped the client to better manage the outbreaks by **pseudonymously recording proximity events** of personnel or visitors around their facilities. This then allowed specific isolation and contact tracing protocol to be followed for those who have had direct contact and additionally providing insights on affected locations that need **deep cleaning and sanitization** thus allowing the client to **refocus** on the business operations with real-time intelligence on facility safety.

**1.5 MN+**

**Critical Events Monitored**

**130+**

**Confirmed Cases Traced**

**↓ MTTR**

**Faster Response Time**

*(6 months data)*

Contact tracing enabled a targeted approach rather than imposing a blanket shutdown at business operation sites of the client and helped COVID-19 response team to isolate those potentially infected with a **faster Mean Time to Respond (MTTR)**. This being a workplace-only solution, with no reliance on cellphones/GPS (and related privacy concerns) attracts better acceptances. Microland built this solution in an OPEX based model which helps customers carry out operations with resilience **without** any heavy **capital expenditure (CAPEX)** in the times of fragile economic conditions.