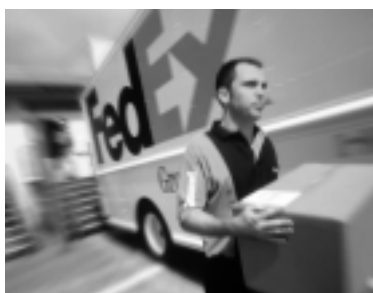




## How did FedEx Ground use wireless data communications to deliver faster tracking information to their customers?

### situation



*Until recently, FedEx Ground depended on a wireless network consisting of multiple carriers across the country to keep package information collected at delivery moving to a central mainframe.*

An industry leader in business-to-business small-package ground

shipments, FedEx Ground specializes in delivering shipments in two to five business days. Up-to-the-minute wireless communication has always been critical in maintaining work flow and satisfying customers' package-tracking needs.

Until recently, FedEx Ground depended on a wireless

network consisting of multiple carriers across the country to keep package information collected at delivery moving to a central mainframe. Unfortunately, this multiple-carrier network had its limitations.

FedEx Ground knew that customers wanted more frequent package-tracking updates. In addition, the company wanted to find a feasible and cost-effective method for establishing two-way communications.

### solution



*On-van computers are now always connected to the central mainframe via Cingular's network. So delivery data captured by the handheld scanners is available to customers in about 10 minutes.*

FedEx Ground has realized increased customer satisfaction and marked

improvements in its communication system, thanks to the Cingular wireless data solution implemented in 2000. On-van computers are now always connected to the central mainframe via Cingular's network. So now, delivery data

captured by the handheld scanners used by delivery contractors is transferred to the FedEx Ground mainframe as soon as the scanner is placed in a cradle in the delivery van. The information is then available to customers in about 10 minutes by either visiting [fedex.com](http://fedex.com) or making a toll-free call to a customer service center.



*"Prior to this solution, we were limited to the number of transmissions we could make per day. We could collect information and 'hold' it until there was enough to warrant the cost of transmission. With Cingular, we have an affordable system that is always 'on', allowing for constant transmission of data."*

Roman Hlutkowsky, Vice President,  
Operations Technology and System Support, FedEx Ground

## results



*Today, this solution is much quicker and more cost-effective compared to the multiple-carrier system the company used prior to this single Cingular Wireless network.*

Today, the alliance between FedEx Ground and Cingular is stronger than ever. This solution is much quicker and more cost-effective compared to the multiple-carrier system the company used prior to this solitary Cingular Wireless network. In addition, all data collected at delivery is now transmitted wirelessly to the company's Web site, where

customers have access to the most detailed tracking information in the small-package ground shipping market.

Ultimately, all of these improvements have helped FedEx Ground achieve the one goal that is most important in its line of work: enhanced customer service.



[www.cingular.com](http://www.cingular.com)

1-800-726-3210

Cingular Wireless partners with industry-leading hardware, middleware and software providers to offer a full range of proven off-the-shelf and customized wireless data communications solutions. These solutions, supported by Cingular's nationwide wireless data network, allow companies like yours to work faster, smarter and with greater efficiency.