



## PRESS RELEASE

### Amtrak's high-tech wireless hub handles goods with care

05 May 2004 - Express parcel company Amtrak has opened a new hub, specially designed to handle fragile items using state-of-the-art wireless technology. Using the latest handheld scanners, Amtrak can achieve rapid throughput of parcels hand loaded onto carousels. The new 36,000 square ft hub, which is located a short distance from Amtrak's main hub north of Birmingham, boosts Amtrak's total capacity by more than 30%.

Amtrak handle a high proportion of fragile items such as electronic goods. With its main hub, Amtrak became the first major parcel carrier to install an automatic sorting system using a sliding shoe conveyor mechanism designed for careful handling. With its expansion in the home delivery market, Amtrak is carrying more delicate goods such as wine and flowers and the second hub provides the facilities required to handle these items.

The new wireless technology connects 100 bar code scanners, terminals and printers. The facility is thought to be the first completely wireless hub of its kind in the market. Developed in partnership with Auto ID company Unique ID, Amtrak has purchased the latest Dolphin 2D barcode scanners connected by a secure WiFi radio frequency network to a central system. Terminals with additional tethered scanners and standalone printers are also wireless, creating a completely wireless hub.

Amtrak's commitment to investing in new technology has continued with the implementation of the wireless technology to deliver a cost effective solution for the movement of parcels. Phil Young, Amtrak's Head of IT comments "We have managed to bring this new hub into production in record time due to the flexibility of the wireless technology. Not only are we able to add to the hub's capability at short notice, but we are also confident that we can now deploy this as and when required to other areas of our business."

Amtrak has recently been seen investing in new scanning equipment throughout its collection and distribution network. This and the latest hub investment is just part of a major programme of technology changes that Amtrak has undertaken to bolster it's increasing market share.

#### **Note to Editors:**

Amtrak Express Parcels Ltd is one of the UK's leading and fastest-growing express parcels companies with a range of collection and delivery services that cover the UK, Europe and the rest of the world. It has more than 100 strategically located depots across the UK and operates a fleet of more than 1,000 delivery vehicles. Amtrak has an industry-leading reputation for outstanding service quality and value for money and surpasses the stringent BSEN ISO 9002 quality standard.

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