



Mon marché

"I knew that with Crosscall we could only be pleasantly surprised."

With more than 244 stores in France, Grand Frais is one of the shareholders of the Prosol business. The group is now developing a new brand selling and delivering fresh produce to homes in Paris: mon-marché. The distribution is carried out 7 days a week by bike in the different areas of the French capital.

mon-marche.fr

**7AM-10PM
& 7/7**

Non-stop delivery service!

300

Orders per day



Logistics

THE CHALLENGE

What was the initial project ?

We deliver fresh produce by bike in Paris. This involves equipping the delivery person accordingly with a resistant, waterproof smartphone with good battery autonomy.

What were your needs ?

Our goal is to deliver green and fresh produce in less than an hour in the heart of the capital. To accomplish this, we needed smartphones with built-in cameras to scan the orders and then track them. GPS navigation and the possibility of integrating our business application are also essential for our delivery staff.

How did you hear about Crosscall?

I had used Crosscall smartphones before and I was completely convinced. When I joined the company, I strongly recommended Crosscall as the ideal brand for our requirements. I knew in advance that we would be pleasantly surprised.

"Our delivery staff are delighted; they can run several applications at the same time and still have sufficient battery autonomy."

THE CROSSCALL SOLUTION

What is the chosen solution?

We initially used the Action X3 model before moving on to the Core X4.

And why choose a Crosscall smartphone?

Crosscall was the best solution for us. With a good camera system for scanning, excellent autonomy and a durable battery, it was everything we were looking for. In addition, if it rains, the delivery person can take out the smartphone without risk.



CORE-X4



X-BIKE



What do you think of the complete package of Crosscall accessories and the X-Link technology?

Very convenient! We currently use Crosscall X-Bike and are very satisfied with this accessory. We cannot prevent wear and tear due to daily use but it remains minimal compared to the intensive use we have, knowing that the delivery staff cycle on the roads from 7am to 10pm and 7 days a week.

How was the implementation of this solution?

Each delivery person has been equipped with his own Crosscall smartphone and his own sim card. It is much easier for us to manage that way. We tolerate personal use of the smartphones.

Who was equipped with Crosscall devices?

To date we have 20 delivery people, but 10 more will soon join the team. All are equipped with Crosscall smartphones.



“We are very happy to collaborate with a French brand.”

How did your employees welcome the solution?

Very well! Now, if a delivery person gets lost, they just have to look at Maps via the X-Bike. The efficiency on the road is great! I have not had any negative feedback from our employees and no bugs have been reported to date.

In your opinion, what are the advantages of the Crosscall solution?

We needed a smartphone with good autonomy and a powerful GPS and Crosscall devices respond perfectly to our needs. Our delivery staff are also very happy with the responsiveness of the smartphone. They use it for multi-tasking and do not run out of battery. Photography is also a very important aspect, because we use the scan intensively. In addition, resistance and IP68 certification are real assets. And last but not least, we are very happy to collaborate with a French brand.

“Crosscall was the best solution for us”

Is the solution satisfactory to you?

Completely! We use smartphones for 7 hours non-stop and the battery autonomy meets our requirements. The durability is really good! To look for another brand would be a waste of time.

Interview with José Duputel,
IT Manager of mon-marché



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