

CASE STUDY

Service Industry LAUNDRY MANAGEMENT MODULE at a laundromat in Mumbai



An upcoming laundromat offering extended services of pick-up and delivery required an efficient and reliable end-to-end process-based solution. RFID enabled Laundry Management provides such a solution that manages the logistics involved and achieves required objectives.

Company:

Golden Gate, Mumbai, India

Facility: Laundromat

Challenge:

- The business model consists of pick-up of washables from customer's premises which have to be individually recorded, sorted at the laundromat according to various wash methods applicable, combined with similar wash material, resorted and reallocated back to each customer after the wash, and delivery of each customer's wash load back to him.
- This requires efficient tracking and record-keeping of each customer's wash load at every stage to prevent mix-ups, wrong handling of wash category and loss of garments.



Proposed Solution:

- Essen RFID's specialized Acqua™ tag that withstands high wash temperatures is the key to the whole process. It is firstly dynamically assigned to each laundry bag that goes to the customer's premises for pick-up.
- At the customer's premises, the laundry staffer uses a HandyScanna™ hand-held RFID device to record each garment in real-time with a back-end server after which a receipt is instantly issued to the customer. Each staffer for pick-up/delivery carries a Personna™ RFID tag which identifies him, enabling the laundry bag assigned to him to be recorded.
- Xtenna™ devices mounted in the laundry premises track the laundry bags as they arrive. Each customer's wash load is then sorted and every garment is temporarily tagged with an Acqua™ RFID tag that enables its particular data to be transmitted to the system. The back-end system tallies this with the data received from the customer's premises. Similar wash materials requiring common wash treatment can now be combined for washing without fear of mix-ups.
- After washing, the wash-proof Acqua™ tag helps reallocate each garment to the individual customer's record. Each customer's wash load is then placed in a fresh laundry bag that has been assigned with the customer's ID on its tag, while individual garment tags are removed. Xtenna™ in the laundry premises records when the laundry bag has left for delivery.
- At the customer's premises, the HandyScanna™ is once again used to record delivery of each garment and the back-end server is updated instantly.

Realised Benefits:

- Preventing mix-ups, wrong handling and loss of garments
- Instant tracking and record-keeping
- Efficient sorting and individualized treatment

TECHNOLOGY

Solution:

EPC Gen2 compliant asset and personnel tracking system

Tag Type:

Acqua™ UHF Passive,
Personna™ UHF Passive

Reader/Antenna:

Xtenna™ Long Range,
HandyScanna™ (Hand-held)

Read Range:

17 metres (50 feet),
2.5 metres (8 feet)

Method:

Multiple Tracking via Integrated Reader/Antenna modules,
Single Tracking via Hand-held Reader/Antenna modules

Number of modules: 4

Integration Platform:

RFID Middleware: Xtenna™ Studio

Application: Essen RFID's
Laundry Management System

Database: SQL Server 2005 Exp. ed.

Tag Manufacturer/Supplier:

Essen RFID

Reader/Antenna Manufacturer:

Essen RFID

Systems Integrator:

Essen RFID

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