



Case Study

BENEFITS:

CYC Logistics is able to run its operations more efficiently - better delivery times are being achieved - and 'dead-mileage' is eliminated

A competitive edge has been gained through the use of leading edge, proven technology

Web bookings have increased the controllers' productivity by 30%

With informed decisions being made, customer requests are being dealt with quicker

Controllers are more proactive, problems can be identified and dealt with before they arise

'Sign-on-screen' technology allows instant POD information to be made available to control staff and customers



The Company

CYC Logistics was formed to meet the growing demand in the International Courier market. Today, its operations staff can draw on over a 100 yrs worth of courier and distribution knowledge and experience.

The company personally hand pick its service partners utilising their fields of expertise. This allows CYC Logistics to offer clients a unique service that cannot be found anywhere else within the market place. The company's success has allowed it to enjoy the benefits of being voted the 4th most successful courier company in the UK.

THE BACKGROUND

CYC Logistics is always striving to use technology to gain a competitive edge. They needed the most advanced system that could track and monitor the movement of their fleet to gain business efficiency and deliver a class-leading customer service.

Paul Knight, Systems Manager at CYC Logistics said, "Before our adoption of DA Systems' NX Transport (formerly NX Mobile Data) and NX Vehicle Tracking modules, we had tried alternative systems but they were ineffective and didn't work with our XDAs. We required an advanced system that could work reliably with our field staff's mobile applications and provide the functionality and scalability to cope with our future growth."

THE SOLUTION

CYC Logistics chose DA Systems' sophisticated NX Transport and NX Fleet Tracking solutions to deliver instant communications and location information between its office operations and fleet

of 140 vehicles. NX Transport is a highly advanced real-time 'sign-on-screen' solution giving CYC's drivers everything they need to confirm the collection and delivery of goods at the click of a button. The NX system links drivers electronically to the controllers at CYC's offices, eliminating the need for telephone calls.

Each driver in the fleet is equipped with an XDA communication device running NX Transport and working with the extensive mapping of NX Fleet Tracking. This enables the controllers to have real-time monitoring of the vehicles, using GPS over GPRS.

CYC has the added benefit of enabling its control station to be in constant contact with each driver and can offer real-time proof of deliveries. This means that if a problem occurs, operational staff can be proactive and ensure the highest level of customer service. Also, by allowing the tracking of vehicles, the activity of drivers



Customer Quote:

“NX was easily rolled out and integrated with our existing systems and is having a huge impact on our business efficiency and accountability. With our rapid company growth, the continued use of technology from DA Systems has given us the competitive edge and enabled us to successfully retain and win accounts - by delivering proven, excellent, customer service.”

Paul Knight, systems manager of CYC Logistics



can be monitored and a range of other issues can be addressed, including the reduction of dead mileage – leading to the efficient use of vehicles travelling with goods.

CYC also use DA Systems' sophisticated ACI (Advanced Courier Interface), a powerful, real-time scheduling and fleet management tool that allows its controllers to schedule, track, log and report on all activities, collections and deliveries. ACI offers mapping and routing, despatch and control functionality, combined with comprehensive reporting and management information analysis. ACI's Web Bookings technology also enables customers to book their own jobs directly with CYC - via the Internet.

About DA Systems

Formed in 1999, DA Systems is a leading UK provider of software solutions that enable end-to end management of the movement of goods and people across the transportation, logistics and service delivery sectors. Through Advanced Courier Interface, DA Systems provides real-time management and scheduling for distribution, fleet and field-based staff operations. DA Systems' highly advanced NX Transport and NX Fleet Tracking solutions deliver instant, seamless communications between office and field-based staff. Whilst NX Framework is a real-time, managed, mobile data solution which enables the secure, efficient transfer of any type and quantity of data, between any type of back office system and mobile device – within any industry sector.

By using these powerful systems, organisations can control and manage their operations, significantly reducing operating costs, increasing business efficiency and maximising service quality.



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