



# Case Study

## BENEFITS:

*The number of jobs per day has been increased by over 25%, without an increase in staff*

*A competitive edge has been maintained through the use of proven technological innovation*

*The need for time consuming use of radio or costly phone calls has been eliminated*

*Customers are getting a better service, being able to see in realtime, where their packages are and automatically receiving a confirmation email upon delivery showing the POD*

*The scalability of the system allows rapid company growth as well as providing more opportunities to win new business*



## The Company

Established over 15 years ago, Courier Systems is one of the largest independently owned courier companies in the country with a fleet of over 300 vehicles. It was the first courier company to adopt a Windows based operational control and back office system.

Courier Systems is a company that embraces technology because it understands the value technology can bring to its business and was the first to offer clients internet booking and tracking. These technological innovations have played a pivotal role in the company's success over the years, and have contributed to the company attaining its position as market leader in what is an incredibly competitive sector.

### THE BACKGROUND

The company found its growth constrained by the widely recognised glass ceiling of 400 jobs per day, per controller for managed despatch operations. Carl Truscott, Joint Managing Director at Courier Systems, was certain that by deploying the right technology the company could break through this barrier and expand its volumes, without expanding the workforce or the stress levels of its highly experienced controllers.

The problem lay in the amount of time taken for the controllers and drivers to interact. Scheduling pick ups and drops with full job detail, making sure there were no misunderstandings, checking job status and confirmations of package on board (POB), job completion and proof of delivery (POD) including name of recipient and the delivery time – all done by radio and mobile phone, and all manually entered against the job by the controller or co-ordinator.

### THE SOLUTION

A detailed evaluation of the types of mobile data solutions on the market, was undertaken, identifying NX Transport from DA Systems. NX Transport is a solution designed and developed by taking input from all levels of courier businesses, from managing directors, through to controllers and drivers. NX Transport seamlessly integrates with Courier Systems' ACI (Advanced Courier Interface) control room system, also supplied by DA Systems.

NX Transport runs on a range of devices ranging from rugged tablet PCs and handheld terminals to PDAs, all using the latest sign on screen signature capture capabilities. Being built on the fastest and most efficient connectivity and transmission technologies, jobs details are communicated to drivers within seconds and status information is received in real time in the control room.



### Customer Quote:

*“We have increased our volumes and therefore our efficiency by 25% since the implementation of NX Transport, without increasing our operational staff at all. This is entirely due to the deployment of the solution, and the added value services we can now give our customers.”*

**Carl Truscott, joint managing director of Courier Systems**



Now when a Courier Systems' controller books in a new job on ACI, they simply allocate it to the appropriate driver. The system automatically sends all the details to the driver's Intermec CN3 device, via NX Transport, including full pickup and drop addresses, special instructions, contacts and their telephone numbers. The drivers then progress the jobs themselves with each stage of the process being automatically recorded and sent back to update ACI in real-time, culminating with the full POD name, date, time and signature captured from the recipient. This means that after the initial allocation of a driver, the controller's involvement in the job itself is minimised, leaving controllers to concentrate on allocating jobs in the most efficient way.

ACI additionally provides comprehensive mapping software to plot driver locations and status in real-time, making the fleet easier to track and manage for controllers. Controllers can drill down into specific locations or specific drivers and can instantly see a driver's status.

Courier Systems' customers are also benefiting from the deployment of this new technology. ACI's web module enables an internet booking facility plus web-based tracking, meaning customers can track their deliveries in real-time over the internet, and can view the proof of delivery signature as soon as it is collected by the driver.

This system also enables Courier Systems to automatically email clients with their PODs as soon as the job is completed, giving their clients complete piece of mind that their package has been delivered, without having to pick up the phone or login to the web site.

In practical terms, the controllers at Courier Systems can now comfortably control over 500 jobs per day each, shattering industry records!

### 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.



DA Systems • 5 The Courtyard • Furlong Road • Bourne End • Buckinghamshire • SL8 5AU

Call: 01628 850850 • Visit: [www.da-systems.co.uk](http://www.da-systems.co.uk) • Email: [sales@da-systems.co.uk](mailto:sales@da-systems.co.uk)