



# Case Study

## BENEFITS:

*Crisis Couriers is reducing its operational costs through deployment of the new systems*

*Business is growing through improvements in customer service*

*Empty running has been reduced, meaning vehicles are travelling with goods on-board, more of the time - increasing efficiency*

*Controllers are always up-to-date, customer issues can be identified before they occur and dealt with more rapidly*

*Real-time proof of delivery (POD) can now be provided via sign-on-screen technology, helping to speed up invoicing*

*With driver and controller linked in real-time, the need for expensive phone calls has been eliminated*



## The Company

Crisis Courier Solutions Ltd, based in Northampton, is a leading sameday courier service using state of the art technology but whose philosophy is based on old-fashioned values such as honesty, trust and cost effectiveness.

Being focused on offering good service at all times, the company operates a fleet of vehicles that can collect usually within thirty minutes of receiving a collection request.

### THE BACKGROUND

Crisis Courier Solutions wanted to replace its a system that lacked both the flexibility and support to manage its fleet of 20 vehicles that provide stock and fulfilment services. Crisis Courier Solutions also wanted the new system to cater for its ambitious business expansion. As well as needing a solution that could manage its fleet operations, it also had to provide mobile data and fleet tracking capabilities.

### THE SOLUTION

Crisis Courier Solutions opted for DA Systems' ACI (Advanced Courier Interface), NX Transport and NX Fleet Tracking solutions.

ACI is a powerful, real-time scheduling and fleet management tool that allows Crisis Courier Solutions' 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.

NX Transport is a highly advanced real-time 'sign-on-screen' solution giving Crisis Courier Solutions' 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 Crisis Courier Solutions' offices, eliminating the need for telephone calls.

Each driver in the fleet is equipped with a PDA, on the O2 network, 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.

Crisis Courier Solutions 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 pro-active and ensure the highest level of customer service. Also, by allowing the tracking of vehicles, the activity of drivers can be monitored and a range of other issues



### Customer Quote:

*“Quality of service is essential for us as we provide high value deliveries, where reliability and timing are key. DA Systems provide the technology applications to ensure that our operations deliver high quality, consistent services.”*

**Helen O’Keeffe, managing director  
of Crisis Courier Solutions**



can be addressed, including the reduction of empty running – leading to the more efficient use of vehicles travelling with goods on-board, more of the time.

### 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 bespoke, 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.

