



Case Study

BENEFITS:

Controllers have real-time visibility of the fleet and can make informed decisions about vehicle usage

Crown Couriers is able to win new business and operate larger accounts by utilising an integrated system

Operating costs are being lowered, efficiency is being increased as dead mileage has been reduced

Customer issues can be identified before they occur and dealt with more rapidly

Invoicing is immediate as proof of delivery (POD) is collected on-screen in real-time

The need for phone calls directly to and from drivers has been eliminated



The Company

Crown Couriers was originally formed in 1990 by Tim Seagers and has developed from a single van enterprise into an organisation which operates not only in the Midlands but in the North West and North East with a resource of over 200 vehicles

With operational divisions in Birmingham, Black Country, Bradford, Coventry, East Midlands, Leeds, Manchester, North East, North West, Telford and Wolverhampton. Crown Couriers operates a dedicated sameday courier service 24 hours a day 7 days a week collecting consignments and directly delivering anywhere in the UK and Europe.

The company has a large fleet of vehicles including small vans, Transits and 7.5 tonne vehicles to provide customers with an immediate collection and direct delivery courier service.

THE BACKGROUND

Crown Couriers needed to replace its fleet management system that was proving inadequate for coping with the rapid increase in business. As well as requiring a solution to manage its back-office activities, Crown Couriers needed to achieve instant communications, location and historical journey information between the company's operational offices and its national fleet of delivery vehicles.

THE SOLUTION

Crown Couriers opted for DA Systems' ACI (Advanced Courier Interface), NX Transport and NX Fleet Tracking solutions to manage its fleet of delivery vans and lorries.

ACI is a powerful, real-time scheduling and fleet management tool that allows Crown

Couriers' 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 Crown Couriers' 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 Crown Couriers' head office, eliminating the need for telephone calls.

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

Crown Couriers has the added benefit



Customer Quote:

“DA Systems offered the most advanced available technology to underpin our fleet management operations and drive new service offerings forward. These multi-featured applications also make us highly competitive when pitching for new customers.”

Tim Seagers, managing director of Crown Couriers



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 can be addressed, including the reduction of dead mileage – leading to the efficient use of vehicles travelling with goods.

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.

