



STREETWISE COURIERS

BENEFITS:

The solution enables instant staff access to the status of every collection or delivery in real-time

Allows rapid company growth without increasing staff numbers

No voice communication with the control centre is necessary

Customer accessibility and accountability is provided for each booking

Any potential delays can be identified and dealt with before they arise

Electronic POD signatures are notified instantly via 'sign-on-screen' technology



Case Study

The Company

Streetwise Couriers is a rapidly growing Surrey-based courier and parcel delivery company. Established in 1985, the company has three depots from which it offers same-day, next-day, overnight and international courier and parcel delivery services.

The company has one of the largest motorcycle fleets outside London, and an impressive client list including John Lewis, Eurostar, Debenhams, Unilever, Pfizer and Nikon. Streetwise is also part of the APC national delivery network.

THE BACKGROUND

To support its planned, rapid growth, Streetwise decided upon a comprehensive IT swap-out for a system that would enable it to offer additional services to its customers, and reduce the administrative burden on its staff and operating costs.

THE SOLUTION

DA Systems was chosen from a short-list of six to supply its ACI (Advanced Courier Interface) software, to enable Streetwise to manage and schedule its vehicle operations, coupled with the NX Transport mobile data solution and NX Fleet Tracking to deliver instant communications and location information between the office and its fleet of drivers.

Running from a central server at Head Office, ACI provides Streetwise with a highly flexible solution that supports its growth plans - without the need to increase staffing levels at existing sites. The system delivers full multi-site visibility for despatch staff (controllers) and electronic communication with drivers and riders. ACI gives the Streetwise controllers complete visibility of its entire fleet - at all times, enabling them to schedule and

consolidate delivery routes effectively.

The system also enables controllers to provide cover and assistance to other sites, in the event of localised power failures, illness or holidays, thus eliminating any downtime.

Despatchers control over 1500 same-day deliveries every week, in addition to their next day and international deliveries. The APC network next day consignments are automatically imported into ACI every day using a standard DA Systems module, giving Streetwise a fully integrated system.

NX Transport provides drivers and riders with electronic consignment and route information via a handheld device (PDA). They are able to capture electronic signatures as proof of delivery (POD). These are sent in real-time to the central server, via GPRS – and then automatically emailed to customers.

NX Fleet Tracking, enables the controllers



Customer Quote:

"We have partnered with DA Systems for the last 10 years and there is a good reason for this - they offer great products and strong customer service. Their technologies have constantly evolved with innovative features to help us run our courier operations and keep us at the forefront of the market. The solution from DA Systems has proved to be a good investment. During a major postal strike, in 2007, our turnover increased by over 20% and we were able to manage and retain this rapid increase with existing staffing levels."

Chris Godly – operations director of Streetwise Couriers Ltd



to have real-time GPS visibility of all vehicles.

No voice communication with the control centre is necessary.

Using ACI's Web Booking technology, on-line booking and tracking is made available to selected customers and Streetwise is able to extend this service to any of its customers simply at the click of button. Via the on-line tracking feature, customers can view the status of consignments in real-time, including POD signatures. Telephone enquiries from clients to the operations centre are now almost completely eliminated.

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.

