



# Case Study

## BENEFITS:

*A.C.E. 2009 has reduced its operational costs, whilst growing its business*

*Costly, error-prone paper-based systems have been removed*

*Mobile telephone calls from driver to the control centre have been eliminated*

*With informed decisions being made about the use of their fleet, improvements to customer service have been made*

*Controllers are more proactive, delays 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

Established in 2009, A.C.E. 2009 Ltd, is aiming to be one of the East Midlands' leading independent sameday courier companies. It has operating centres located at Castle Donington, Nottingham, Mansfield and Tamworth providing rapid access across the UK and Europe.

With a large fleet of vehicles at their disposal 24 hours a day, 7 days a week, A.C.E. is able to respond quickly to customer needs. Their reputation is founded on a commitment never to compromise the quality of service provided to clients.

### THE BACKGROUND

A.C.E. needed a fleet management system that could cope with the complex operational demands and rapid growth plans of the company. As well as needing a solution to manage its back-office activities, the company needed to achieve instant communications, location and historical journey information between the company's operational offices and its delivery vehicles.

### THE SOLUTION

A.C.E. 2009, opted for DA Systems' ACI (Advanced Courier Interface), NX Transport mobile data and NX Tracking solutions to manage its national fleet of 60 delivery vans and lorries.

ACI is a powerful, real-time scheduling and fleet management tool that allows A.C.E.'s 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' POD solution giving A.C.E.'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 controllers at the A.C.E. 2009 offices, eliminating the need for telephone calls.

Each driver in the fleet is equipped with a handheld mobile data device running NX Transport integrated with the extensive mapping of NX Fleet Tracking. This enables the controllers to have real-time monitoring of the vehicles, using GPS over GPRS.

A.C.E. 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 can be monitored and a range of



### Customer Quote:

*“We chose DA Systems as its multi-functional, proven technologies matched our dynamic approach to business and will provide a great platform for our future growth.”*

**Chris Scothern, business development manager, A.C.E. 2009**



other issues can be addressed, including the reduction of dead mileage – leading to a more efficient use of vehicles, travelling with goods and no empty running.

### 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. NX Framework a managed, fully bespoke mobile-data solution, enables companies to capture and manage any type of job information or data in real-time – across 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.

