



### service



# Meeting deadlines

## Courier keeps track of urgent deliveries

# C&G

Countrywide and Global, based in Lancashire, is one of the founding members of the APC Overnight Limited group, which now has around 97 depots and its own nationwide trunking operation. As most of its courier business is urgent and last minute, accurate information on delivery vehicles' whereabouts at all times is essential. The answer is a Navman Wireless Solution, running over the Vodafone GPRS network, which is already improving efficiency and cutting operational costs.



# “Boosting efficiency, cutting costs.”

Countrywide and Global must be able to respond to customers' requests to collect parcels or documents at very short notice, and to meet demanding delivery deadlines. Both UK-based and international companies rely on them to meet urgent requests to deliver packages across the UK, often to airports.

Previously, the back office team had to telephone individual drivers to find out where they were and how long it would be before they reached a set destination. Critical time was lost while office staff tracked down the most appropriate vehicle for a delivery, having to make decisions in a rapidly moving environment. They had to use narrow windows of allocated time at the beginning and end of each day to fix delivery schedules, and this didn't allow enough flexibility in the re-routing of drivers.

Having installed the Navman Wireless vehicle tracking system, the back office can now track each vehicle on screen and see where each driver is at any time. The speed and permanent connection of Vodafone's GPRS technology, which allows them to utilise satellite technology to maximum effect, is an essential part of the solution. It means information is updated constantly and staff no longer have to guess how long it will take for a vehicle to arrive.

The vehicle tracking solution uses the Navman Wireless Windows-based Online AVL system that allows users to track, message and monitor the vehicle fleet from almost any PC, in any location worldwide.

With fast access to maps and accurate activity data, the system uses the internet to provide reliable and inexpensive communications. As the system automatically acknowledges the receipt of all messages to the vehicles once delivered, there is no room for doubt that a message may not have got through.

The management information provided by the system, which is installed in

vehicles operating from the company's Accrington depot, is already allowing much better fleet control, and this has led to overall improvements in business efficiency.

Countrywide and Global are already seeing significant savings on fuel, with better route planning, reduced mileage, greater utilisation of vehicles and less time wasted by both drivers and back office staff. Mobile costs are also being reduced, as business customers using Vodafone GPRS have a fixed price plan to meet their needs.

“It's also improving our service to customers,” said Managing Director Charlie Peach. “Customers are becoming more demanding, and they want to know exactly where their parcel is and when it will arrive. We can now give them accurate information at any time. We can also provide proof of when deliveries were made, and this is important to meet contractual commitments.”

Since the Navman Wireless system has been installed, other benefits are already coming through. As it tracks every mile driven and at what speed, the company can see immediately if drivers are keeping within the company guidelines or using the vehicles for journeys outside their work commitment.

“Initially, drivers had shown some concerns about the system,” added Charlie Peach. “But now they appreciate how it is helping with the allocation of deliveries and better route planning. The extra bonus is that we have enhanced their security.”

“The fact that we advertise on our vans that we are using a vehicle tracking system deters anyone who may be thinking of interfering with the vehicles, so we have increased the overall security of our drivers and the contents we are delivering.”

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## Navman Wireless UK Ltd

Navman Wireless is at the forefront of the current growth in Vehicle Tracking and Mobile Data Development. Their unique hardware designs and latest software applications are designed for businesses that want to exploit the advantages offered by this technology, enabling them to generate rapid cost savings and increase productivity.

Navman Wireless's software solution uses a Windows based OnLineAVL system, allowing users to track, message and monitor their fleet from almost any PC at any location.

The Navman Wireless system uses GPS satellite technology and Vodafone GPRS network that enables live vehicle-tracking information to be visible automatically and across multiple sites within seconds for a fixed cost. This means that there is no variable usage bill for customers using the tracking system.

Navman Wireless UK Ltd is part of the Wireless Data Division of the international research and development company, Navman New Zealand Limited, which is owned by the Brunswick Corporation.

- For more information on Navman solutions, contact Navman Wireless UK Ltd on 01782 557950 or visit our website at [www.navmanwireless.co.uk](http://www.navmanwireless.co.uk)
- For more information on Vodafone's GPRS, visit the Vodafone web site at [www.vodafone.co.uk](http://www.vodafone.co.uk)

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