

Enterprise Software

has been dedicated to providing systems to the transport industry for the last 20 years.

We've learnt a lot during this time, so felt it worthwhile sharing with you the basic principles we feel you should follow when selecting new Transport or Fleet Management software.

The software industry is littered with failed implementations. The successful ones have stuck to the rules. If you're tempted to short cut the process you'll probably pay the price.



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If you short cut the rules you'll probably pay the price

Customers who stuck to the rules include:

Stobart Group



The
**Lloyd
Fraser**
Group

PD LOGISTICS

KUEHNE+NAGEL



Getting IT Right

don't just go for the quick fix



An 11 point guide to selecting a new Transport or Fleet Management System

Getting IT right can transform a business, making substantial improvements to competitiveness and profitability. Getting IT wrong can be an expensive nightmare. The introduction of a new system is the chance to not only identify process improvements but to look at the bigger picture. Below is a simple 11 point guide to help you choose the best transport and fleet management software for your organisation.



1 Involve senior managers to decide business direction and what role IT can play in getting you there. IT is often used to solve just part of a problem and the chance to obtain a long term solution is missed.

THINK STRATEGICALLY
DON'T JUST DO A QUICK FIX



2 Review your processes, document and present them using a PROCESS DIAGRAM. Identify duplications or information gaps. You will find that some information is handled 4 or 5 times, resulting in more expense and less productivity. By doing this a list of the criteria that the system must meet can be established.

ANALYSE YOUR PROCESSES
AVOID DUPLICATION OF DATA



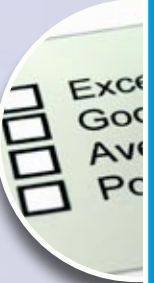
3 It is important to identify all information and activity processes. It is widely accepted that around 3% of logistics activity never gets invoiced. For example, a driver does a job but the work doesn't get billed because the delivery note never gets back to the office.

POOR ADMINISTRATION
MEANS LOST REVENUE



4 The system analysis needs to be comprehensive. Priorities for your criteria must be set and there should be clarity about what is essential and what is preferable. Review findings with all concerned and reach agreement.

ESTABLISH PRIORITIES
GET SENIOR MANAGEMENT BUY-IN



5 Invite proposals from selected suppliers. Only look at companies who have a good reputation for providing solutions to the logistics marketplace. Look at the supplier's all-round ability to provide training, support and further enhancements. Ask for references.

INVITE CREDIBLE SUPPLIERS WHO CAN
DELIVER A COMPLETE SOLUTION



6 Set up demonstrations with a shortlist of suppliers. Share your assessment criteria with them. Ensure that they use your operational data in the demonstration. Get an idea of cost in line with your requirements.

ASK FOR A DEMONSTRATION
USING YOUR OPERATIONAL DATA



7 Importantly, make sure you go through a 'DAY IN THE LIFE OF' workshop. You will not uncover what a system can really do from just one demonstration.

PROVE THE SOLUTION
MEETS THE NEED



8 Utilise a scoring system to assess the submissions against their ability to meet your needs. This will uncover whether the supplier understands your requirements. Involve senior management throughout this process.

MAKE SURE THE SUPPLIERS
UNDERSTAND YOUR BUSINESS



9 Look inwardly and assess your own company's capability to achieve the set objectives. Ensure the phases are manageable. Understand whether the solution is complex or easy to follow and user-friendly.

BE SURE YOU CAN ACHIEVE
THE SET OBJECTIVES



10 Be clear on the ongoing costs of the system. If you require changes to meet the need, ensure you are quoted firm costs for the extra work.

MAKE SURE YOU KNOW ALL
THE ASSOCIATED COSTS



11 This type of project is a long term investment. Ability to work with the supplier is paramount. Careful consideration should be given to the match between supplier capabilities, short and long term, and the future growth plans you have for the company.

VISIT REFERENCE SITES TO PROVE
SUPPLIER CREDIBILITY

