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Welcome

"I hope you will find this, the second edition of our Newsletter, informative and food for thought. We've included a mix of customer case studies, recent successes and product features which highlight some of the real benefits being achieved together with significant advances in our product offerings."

Charlie Nash, Director



Stobart Powers Ahead

General haulage is the backbone activity and the core expertise within Eddie Stobart Ltd. The Company's commitment to the highest service standards, reputation for flexibility and 'can-do' attitude has strengthened its position in the market place.

At the heart of the haulage operation sits the latest version of ESS's transport management system which is fully integrated with all of Stobart's key business systems including Fleet Management, Financials, Document Image Processing and Vehicle Tracking. It offers a central repository of information that provides consistency and clarity to the business.

"We are a multi-faceted business that demands an integrated approach to IT," says Gillian Inglis, Stobart's Divisional Director.

Planning to Succeed

Efficient planning is crucial to the profitability of the business and Enterprise Software have worked closely with Eddie Stobart Ltd to ensure that the planning tool is simple and easy to use.

"Planners find the system easy to use and the ability to filter and view jobs means that planners can find compatible work easily. This is crucial, as over 1,200 orders are received daily by Stobart's and means that the planning teams can now achieve better fleet utilisation, manage back loads more efficiently and reduce empty running," says Adrian Irving, Planning Manager for the General Fleet.

Information is Key

Behind the scenes the planning teams work hard to meet the differing and complex demands of their customers, who include Tesco, NAAFI, Knauf, Coca Cola Enterprises, Crown, and Nestlé Purina Petcare. Therefore it is essential that they have an up to date view of key information which is provided by **Planning Status Boards** that display business critical KPIs.



William Stobart
MD

"The information is key to the accuracy and efficiency of the planning teams and this development has enabled us to implement procedures to achieve the best operational plans and gain greater efficiencies for the business," says William Stobart, Managing Director.

The Status Board, which features in all major offices, displays real time summary information on large plasma screens for all to see. The system has a traffic light function so that when the KPIs fall outside set parameters the planners are immediately alerted.

"We also share this view with visiting customers all of whom are impressed by our ability to see how the fleet is performing throughout the day".

Making Timely Decisions

But the real benefit of the TMS is the speed with which accurate information can be produced. Daily and weekly reports are produced which include route analysis, customer profitability, empty miles and vehicle productivity.

Going from Strength to Strength

"The partnership with our TMS supplier ESS has contributed greatly to us achieving our objectives. The solution provides us with a highly flexible foundation to support our customers. We work in a very competitive industry and our success is based on the commitment of our people and the systems we use," says William Stobart.

Managed Hosting, Disaster Recovery and High Availability Services

We understand the challenges of owning and maintaining hardware, software, network infrastructure and security applications.

You need to ensure maximum connectivity, keep abreast of technological advances, protect against infiltration plus find and maintain the necessary staff to run everything. There is an alternative. Let Enterprise Software ease the burden with our managed service solution.

We have made a significant investment in developing an environment that is completely appropriate for housing your business servers. We have incorporated resilient network bandwidth, firewall systems and intrusion detection systems. We have recruited the necessary skills to support such an infrastructure and provide our customers with agreed service levels. The Data Centre reflects the highest quality infrastructure available today.



What did your staff do the last time your server failed?

9 Reasons to Consider a Managed Service from ESS

1. **Cost** - Outsourcing your IT support to ESS can supply more and cost less.
2. **Breadth of Knowledge** - In addition to our general support staff, we employ highly skilled and accredited specialist engineers. Their knowledge enables speedy resolution of even the most complex problems.
3. **Cover** - Outsourced support ensures continuity of coverage and alternate help in a crisis.
4. **Service Delivery** - Our support contracts include Service level agreements which ensure that we deliver.
5. **Skill Sets** - Businesses require in-depth knowledge of software applications, hardware, security, firewalls, operating systems and even the ability to identify track and correct human error. Our support contracts cover your IT infrastructure - end to end.
6. **Less Risk** - Within our support team, we have a complete range of skills that allows us to deal with any IT related problem.
7. **Ownership** - We take complete ownership and responsibility to correct problems and ensure controlled recovery.
8. **Experience** - We've been around for 17 years. That means we've previously seen and know how to fix most problems. We resolve 85% of calls remotely ensuring speedy recovery. That's why we have a 90% client retention rate.
9. **"One-Stop Shop"** - We can supply a complete hardware, software and infrastructure solution, saving you time, money and hassle.

Imagine being able to get an enterprise-level transport management solution up and running within the space of a month. Imagine being able to offer fast secure data access to your staff and external customers. ESS Hosted Services have turned these ideas into reality.

Focus on Fleet Management

Transform, Enterprise Software's fleet management system was chosen by Eddie Stobart Ltd to help manage their varied fleet, enabling them to adopt a pro-active stance to fleet administration and management reporting.

The fleet which consists of over 900 trucks and 1500 trailers is strategically located at depots throughout the country allowing Stobart's to serve customers efficiently and effectively.

Using Transform the business is able to administer its fleet, run its O-Licence, efficiently manage maintenance schedules and closely control operational and running costs.

The system also interfaces seamlessly with Stobart's Transport, Finance and Fuel Management systems.

For more information on Transform contact Tony Nash on 0161 925 2400 or tony.nash@essl.co.uk.



Eddie Stobart

Presenting the Right Image

ESS has integrated Imscan's document management solution with their transport system to streamline the proof of delivery process and massively reduce the administrative time spent resolving queries.

The integrated solution provides a number of advantages over separate installations.

Information that identifies the work that the POD relates to is entered once only into the transport system eradicating duplicate data entry.

The POD status is driven by the scanning of a POD document in Imscan, removing the possibility that the POD status is incorrectly entered in the execution system.

Customers are able to easily find and retrieve scanned images of their PODs over the web using any references attached to the job, as well as other job information such as delivery date or location.

Once retrieved, images can be viewed, printed, faxed or e-mailed as required.



Recently implemented within TDG's Kimberly-Clark network, it is expected that considerable administrative savings will be made within the operation due to the automation of the process and the elimination of the majority of POD queries.



TDG's John Moore who has managed the implementation says *"The system is an absolute doddle to use, making it very easy to train over and roll out to other parts of the business. Kimberly-Clark has been very impressed with the speed that they can view their PODs. Most queries now don't even reach TDG - Kimberly-Clark can have their customer on the phone and the POD image in front of them on the screen. It's early days but after only a few weeks we have seen a dramatic reduction in claims as well as a reduction in the administration of POD queries"*.

PD Logistics adds some 'Steel' to its Operation

PD Logistics (PDL), part of the PD Ports Group, owners and operators of the UK's second largest port by volume, has made further investment in its application software and hardware infrastructure which will provide a resilient platform for their business growth in the foreseeable future.

PDL, whose primary operating centres are in Scunthorpe on Humberside and Billingham, in the North East, is a well established user of Transport and Fleet Management software from ESS. As part of the Group's growth strategy, PDL are about to invest further in a program to upgrade

to the latest release of our TMS. This will include the new web client interface, together with the introduction of the visual planning tool ESP.

At the same time PDL is heavily investing in its infrastructure to cope with an increasing workload and to provide a contingency plan for its business critical systems.

John Moran, IT Manager, said: *"We have had a long and productive working relationship with ESS and are confident that being able to offer the latest software technology will allow us to further grow our strong client base"*.



"Not only do we source our software from ESS but they've worked with us to produce a practical disaster recovery strategy that will form the backbone of our business going forward. It's great that we can address all our IT needs through one supplier." Adds Moran.

Keeping on the Ball

Product Logos and Desktop Icons

We are very excited to be launching our new product logos in this issue of our Newsletter.

Over the next few months we will be integrating these into our training, sales and marketing and software development materials.

These designs can also be used as desktop icons for our applications and we will be making them available for our existing customers shortly.

For more information contact Sally Gilder on 0161 925 2400 or sally.gilder@essl.co.uk.



enterprise transport management



enterprise fleet management

Improved Performance with Intelligent Voice

Intelligent Voice started out as a telephone based real time data capture solution for driver debrief but actually offers much more, such as **the ability to make a positive impact on all the key operational temperature gauges within a logistics business.**

Whether you are managing your own vehicles or a number of sub-contractors, getting operational information back to base in an acceptable timescale can be problematic.



To have advanced warning of delays and early visibility of late loading or departure could provide real operational savings within a business, especially if this information is automatically updating your transport management system. That's where Intelligent Voice can help.

Intelligent Voice can be easily integrated into your existing infrastructure and does not demand the purchase of expensive hardware.

The system is based on a predefined set of questions which are presented to a driver when they 'call in'. The questions can be posed to the drivers in English or their chosen language and the driver simply responds using their telephone key pad. The captured information is then fed back to the transport management system.

The standard set of questions are designed to pinpoint arrival and departure times at both collection and delivery locations. They can also be extended to capture quantities collected and delivered, loading and unloading times, and demurrage.

Providing Real Time Information to Improve Customer Service

- Improves speed of communication between own/sub-contracted drivers and the traffic office
- Reduces administration time and effort
- Allows sub-contractors to 'self-complete' jobs
- Provides an automated voice enabled means of updating core TMS with arrival/departure times for all vehicle movements
- Gives immediate information on vehicle position
- Enables timely transmission of status changes to ensure compliance with KPI targets/contractual obligations
- Increases ability to identify potential delivery failures
- Posts information immediately to the web for the customer
- Ensures low margin for error as all questions are predefined
- Requires no training to use and is simple and quick to implement

In addition, Intelligent Voice has a number of different work flow offerings such as call re-direction, e-mail, SMS etc. For example a 'bad' or 'cloused' delivery could be defined to redirect the call to an operator in the traffic office or customer services department.

A final offering, 'Text to Speech' adds a further level of intelligence to the solution and prompts the driver to input specific information relating to their next planned activity as defined on the haulage plan, further reducing the chance of error.

New 'Browser Based' Release for TMS



June 2007 marks the release of the latest browser based version of our Transport Management System.

"This has been a really exciting development project for us" says Sally Gilder, R&D Project Manager. "It now means that we can deliver a browser based TMS system which has a modern windows look to it. We have two deployment options; straight 'out of the box' or with a 'corporatised' view that reflects a customer's image".

Considerable research went into the development of the product using specialist consultants which has resulted in a more intuitive, easy to use solution.

For more details on how your transport management system could look contact Sally on 0161 925 2400 or sally.gilder@essl.co.uk.

Invaluable

Integrated

Innovative