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## DRIVING BUSINESS FORWARD

**NEW CUSTOMERS - NEW SOLUTIONS:** The last twelve months have been rewarding for us with the acquisition of new customers and the development of new solutions to enhance our product set. This additional functionality will provide all of our customers with increased competitive edge in their marketplace.

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## STOBART CHILLED DIVISION CONTINUE TO MAKE IMPROVEMENTS

**Over the last 9 months dedicated teams of people have been working hard to implement improvements across the business.**

Led by Dale Foster and Tony Lee, MD and FD of Stobart Chilled, changes have been made and benefits are starting to be seen.

Understanding true cost, getting full visibility of customer orders and having the ability to plan loads and invoice efficiently was a big problem with the legacy system. So one of the first things Dale did was to replace it with Stobarts TMS systems of choice; GTS and ESP.

"A vast amount of time and effort went into this project. Every individual within the business has contributed positively to its success so far. There were a number of challenges in the early weeks and months but we are well on the way now", states Dale.

"We provide a flexible transport service, delivering customers produce to many of the large supermarket chains. We cannot afford to get this wrong", said Tony Lee.



In October 2010 the operation introduced a central control function based in Widnes. This incorporated a new planning and 24/7 customer service department, and the recent addition of a new sales invoicing team has resulted in considerable benefits for the business. Each of the four cross dock locations now focuses solely on service delivery, with customer facing and support functions located in one central place.

"This restructure was essential to take the business forward. We now have a solid and robust foundation to deliver long-term growth, efficiency and customer service. I am very excited by what the future may bring", added Dale.



## NEW FRESH THINKING

Logistics company NFT has launched a sister company, NFX, to accommodate food retail customers that require additional on-demand supply chain services.

To coincide with the launch NFX have selected ESS's General Transport System (GTS) to manage it's operations. The real-time, web based solution already handles more than 500 full loads and multi-drops per week through their network of chilled operators and volumes are expected to double during the course of 2012.

The solution replaced the existing practice of allocating work by fax/telephone and will give hauliers full visibility of the work they have been allocated and access to the new 'bulletin board' facility showing other work that is available.



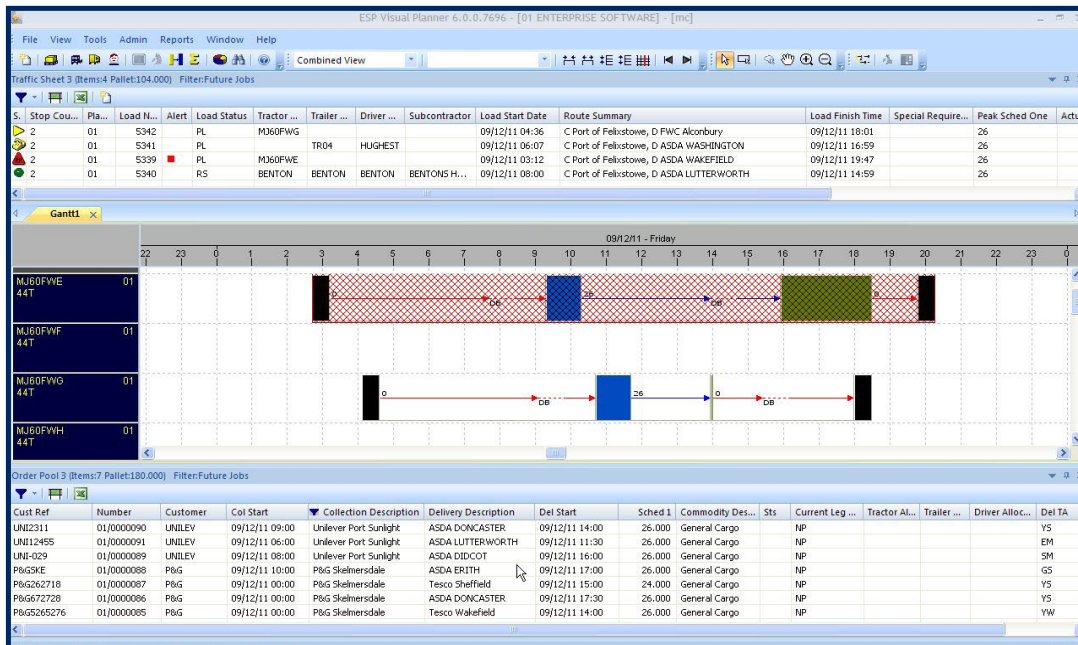
NFX Transport Manager Clive Cochrane said: "To improve efficiency and enable business growth it was essential to reduce the level of manual repetition and telephone calls we currently undertake. GTS allows us to communicate with all our hauliers much more efficiently and relieves a major part of the administrative burden. Even the smaller hauliers we use, who have no back-office staff, are able to keep up-to-date with available and allocated work."

GTS will provide a complete 'orders to cash' solution including customer invoicing, supplier rating and visibility of load progress to the end customer.

## ALL CHANGE FOR ESP

The first implementation of ESP V6 has been live since early September 2011 and will be available for general release from 1st February 2012. There are a number of major functional changes which provide the end user with a more flexible, visual and user friendly solution that can be tailored to meet their own specific requirements.

A series of product updates will be taking place in Altrincham during January and February covering all the latest developments including ESP.



If you would like to attend one of these sessions please send your details to [info@essl.co.uk](mailto:info@essl.co.uk)

**Some of the key changes include:**

- Multiple Order Pools
- Multiple Traffic Sheet
- Replacement of Jobs
- Editor with Load Manager
- Load Alerts and Overrides
- Additional Load Status Codes
- Extended Filters

## TRANSPORT WEB SERVICES



Transport Web Services (or TWS for short), is a unique web offering for any logistics organisation who wishes to empower their customers, suppliers or sites with key operational information.



Individual access is strictly controlled by the system administrator and the functions vary by type of user.



The modules currently available include; Order Entry, Order Enquiry, Confirm Delivery and POD, Location Activity Board, Haulier Activity Screen and Haulier Bulletin Boards.

The product has been intuitively designed and so minimal training is required to implement this solution into your business.

Please contact your Account Manager or email us at [info@essl.co.uk](mailto:info@essl.co.uk) for more information or to see a demonstration of the system at work.



## NEW FACES

Over the last few months we have been recruiting for new members of staff to bolster our existing highly skilled teams of people.

We are pleased to welcome **Sandra Newton** to our help-desk and **Julie Strowbridge**, who is heading our testing team.

We have also bolstered our development teams with **Sumith Chacko** and **Phillip Smith**.

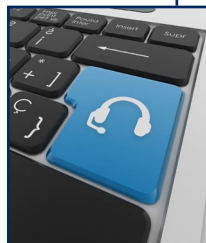
So a big welcome to them all.

## INTERACTIVE HELP

Our new interactive help system is designed to complement our suite of training courses. This will allow the users to have a help system combined with the benefit of user friendly interactive simulations and demos.

Through this we can produce scenario-based and procedural training using demonstration and interactive software simulations. This enables users to learn at their convenience and at their own pace without direct access to either GTS or ESP - particularly useful for providing extra practice and tuition prior to going live with either a new module or new release of software.

We can also provide interactive "test me" quizzes that can be used to track and report key performance metrics during the learning process.



## BUSINESS WITHOUT BOUNDARIES

### BUSINESS INTELLIGENCE: KPI REPORTING AND DATA ANALYSIS

For many businesses getting meaningful data out of their systems can be a real challenge. We know how important it is to be able to report over and analyse your core operational and financial data in a timely way. The need to provide this information to people across a business, both in and away from the office is becoming increasingly important.

We already support a range of BI solutions from IBM COGNOS and SAP Business Objects. However, the need to add to our current portfolio of products has become essential following the most recent release of Reporting and Analysis Services from Microsoft.



It enables you to implement a controlled web reporting environment, giving users access to key operational reports across multiple data sources.

So for any company where SQL Server 2008 is part of its IT strategy, and where there is a need for an affordable enterprise based reporting solution, then this should be a real contender.