

Leopard solution sees 5-15 per cent savings at Laminex

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Malcolm Thomas
Laminex National Logistics Manager

New Distribution Management System brings significant operational efficiencies

The Challenge

Leading bench top supplier The Laminex Group needed a delivery solution for its Australian and New Zealand truck fleet that would mirror the superior quality of its brand portfolio, which includes Formica and Essastone.

With drivers out in the field from 7.30am to 3pm, the only means of communication between them and Customer Service was the company phone hardwired to the truck. If the driver was not in his truck, the phone would ring out.

As well as improving data capture and communication capability, Laminex wanted to ensure that drivers took the 30 minute break required by law after five hours, and that this was documented. The business decided to implement a new Distribution Management System that delivered several core functions: GPS track & trace, sign on glass technology, driver notifications and chain of responsibility capability.

The Solution

Laminex compared the products offered by leading enterprise mobility solutions and services specialist Leopard Systems, and two competitors. Each were scored on eight key performance metrics including, ERP system integration, chain of responsibility functionality and GPS track and trace, and cost.

“Not only did Leopard Systems come out on top in seven of the eight criteria, they were incredibly flexible and were able to tailor the solution to our budget,” says Laminex National Logistics Manager, Malcolm Thomas.

Leopard Systems offered a total mobility solution - hardware and software – underpinned by its cutting-edge Leopard Delivery software, which boasts 100s of configurable transport and logistics workflows.

Designed to provide real-time dispatch, track and trace and proof of delivery functionality for large fleets, Leopard Delivery gave Laminex the required functions with the capability to add other key features in the future.

The solution includes Leopard Care Fleet Management and Support Services, with Leopard Systems contracted to manage and maintain Laminex’s new fleet of Motorola MC65 rugged mobile devices, reloading applications and Laminex’s configurations when required. SOTI MobiControl MDM software also provides Laminex with the ability to view assets, remotely access a device and find and fix faults.

The Results

Leopard Delivery has provided for a total route review resulting in improved route planning, swifter delivery times and overall efficiencies in delivery driver productivity. Laminex is now able to track customer deliveries in real time and expedite information transfer to Customer Service.

Driver safety management has been enhanced with the solution’s chain of responsibility feature enabling drivers to complete a pre and post-operative inspection and sign off on their break. Drivers can now be contacted at any time, by text or voice calls, via their mobile devices, which boast camera, sign on glass and GPS technologies.

Laminex credit teams can also resolve invoice payment disputes due to their ability to sight electronic customer signatures a mere two minutes after they have been captured in the field.

“Another huge bonus, now we have access to real-time data, is reporting. I can now see that between three to five per cent of all deliveries fail nationally,” says Malcolm. “The solution has allowed us to set up more efficient processes, which have resulted in operational savings of five to 15 per cent.”

And that’s with Leopard Delivery having only been rolled out in metropolitan areas, equating to 42 per cent of the delivery fleet. The solution will soon be introduced in the regions and there are plans to add capability to measure customer delivery performance. Meanwhile, Laminex is so impressed with Leopard Systems’ solution, that discussions are already underway regarding another project.

About Leopard Systems

Well regarded within the Transport & Logistics, Field Service, Retail and Supply chain sectors, Leopard Systems leads the way with its signature suite of enterprise mobility solutions and services designed to increase efficiencies, reduce input error, lift productivity and increase the bottom line.

www.leopardsystems.com.au

About Laminex

The Laminex Group markets, distributes & manufactures premium decorative surfaces in Australia and New Zealand. The company also produces raw wood panels and components including doors, kits and handles.

www.thelaminexgroup.com.au

