

Mobility Management: How LeopardCare Monitoring is optimising VT Freight Express operations



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David Greening
IT Manager, VT Freight Express



VT Freight Express (VTFE) is a privately owned Australian company with an extensive Melbourne metro driver fleet and network of country agents and bulk drivers who provide daily parcel and palletised distribution services throughout Australia.

The Challenge

Following the transition from paper-based job records to an electronic consignment system several years ago, VTFE's new Android solution provided 'sign-on glass' proof of delivery (POD) capabilities and improved route scheduling for drivers via rugged mobile devices.

"This prompted a need to digitise our processes and resulted in our procuring a new fleet of rugged Zebra Android mobile computers from Leopard Systems. In conjunction with the rollout, VTFE sought to protect and optimise their technology investment by engaging Leopard's hardware specialists to prepare, deploy and monitor the new devices", explained VTFE's IT Manager David Greening.

"Tech-savvy customers expect accurate delivery information, real-time freight tracking, fast resolution of problems, and notification of any issues or delays. The software and devices in our drivers' hands provide this data and tracking; however, the entire mobility fleet must always function smoothly for our company to provide the best customer service and results", said David.

To ensure a competitive edge, VTFE needed to guarantee that every device was fully operational, monitored and insured at all times and that every driver could operate the system correctly and effectively.

The Solution

VTFE subscribed to Leopard Systems' LeopardCare Monitoring for around-the-clock mobile device management (MDM) services. LeopardCare Monitoring combines the comprehensive SOTI MobiControl web portal for remote device management, and mission-critical technical support from Leopard's experts to deliver a complete management solution.

Overseeing the fleet from the head office, David said, "The primary reason we have LeopardCare Monitoring for our devices is the feature-rich SOTI platform and web-console. I can support drivers in real-time when they need it most, especially if they do not know how to do something on the app. The LeopardCare web portal has been invaluable for training drivers in new app functionality and helping them remotely with any issues – it's practical, fast and efficient!"

Provided as a scalable 'per device per month' subscription, VTFE's LeopardCare Monitoring service includes ongoing MDM, 24/7 support, asset tracking, device performance monitoring, day-to-day system maintenance, automatic updates, device diagnostics, pre-emptive repair scheduling and battery replacements to minimise downtime and optimise the device fleet. LeopardCare Monitoring can integrate with other Leopard Systems' services for full end-to-end mobility support and management.

"Another reason we work with Leopard Systems is to oversee our Zebra mobile device repair contracts. The ongoing device insurance combined with Leopard's Fleet Management service is fantastic. If a device is lost or breaks, it's replaced or repaired instantly at no cost. Most of our repairs are for devices that have been dropped or damaged. Luckily, they're insured; otherwise, this would be quite expensive!" said David.

Additionally, LeopardCare Monitoring included ad hoc adjustments and tailored device set-up to support the unique business needs of VTFE. For example, the company always needed access to all devices to perform system updates, security patches, roll out app updates and change device settings at short notice. To meet this challenge, devices were configured to remain 'On', including when placed on chargers and after hours.

LeopardCare Monitoring extends to actioning urgent remote changes across all devices to help manage and optimise staff productivity. "Recently, we identified the need to limit access to peripheral applications on the devices and Leopard were able to remotely install an industrial web browser on all the devices that limited access to work-accepted sites only, i.e., Google maps and our company website" said David.

VTFE have also recently procured some long-range mobile scanning devices from Leopard Systems to mount on their warehouse forklifts to scan from a distance, further protecting their people from the safety risks of this busy environment. These new devices are also managed within the LeopardCare Monitoring service.

The Results

Operationally, LeopardCare Monitoring has streamlined VTFE's device management, user training and delivery service. "The remote access and tracking features have enabled us to help drivers do their work, find lost devices and see deliveries in action. These capabilities have enhanced our service efficiencies and improved our bottom line. I no longer need to go out on the road or wait for a driver to come to head office to solve device problems; I can do it all remotely and instantly," David said.

Because customers expect digital systems over paper-based forms, this mobility technology has helped the freight business grow significantly. Synchronised and accessible delivery information, including POD validation, has improved the company's customer service and loyalty.

David added, "Our drivers no longer collect recipient signatures, rather they leave the item 'as instructed' and take a photo of the parcel on the recipient's doorstep. Then the sender automatically receives this image as visual confirmation. The technology has greatly improved our business visibility, problem solving and productivity."

Economically, the LeopardCare Monitoring and Fleet Management solution has ensured the company's device-dependent operations run smoothly with no downtime losses. Saving on server infrastructure, system licencing, and staffing costs. "I'm pleased with the services Leopard Systems provides us. They have always worked out a solution for our needs," David remarked.

About Leopard Systems

Well regarded within the Transport and 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 VT Freight Express

Founded in 2010, VT Freight Express, formally Vic Tas Freight, have expanded their distribution services into southern New South Wales, Canberra, South Australia, Northern Territory and Western Australia. An independent parcel and palletised operation committed to old fashion values and service.

www.vtfe.com.au