

# **Leopard Delivery Cloud providing new ways to boost on-time delivery**



*“With **Leopard Delivery Cloud** we’re on track to achieve our target of 100 per cent of the day’s booked freight being delivered.”*

**Tim Cybulski**  
*IT Director, Followmont Transport*

## Prioritising Customer Service

Queensland's Followmont Transport operates a unique network of linehaul and contract delivery vehicles, employing 350 pick-up and delivery drivers to freight goods throughout NSW and QLD.

Followmont's IT Director, Mr Tim Cybulski, said, "Some companies take a week or more to move freight, or charge extra for express delivery, whereas Followmont's key difference is to move every piece of freight within two or three days. We offer nothing but an express service to our customers."

Followmont allows customers to book freight transport until 4 PM every day; managing 500 to 600 pick-up calls daily, in addition to thousands of pre-booked jobs. The company's ultimate goal is to pick up 100 per cent of booked consignments on the same day. "Our primary value is to provide a personal service to our customers. We rapidly move their freight as our priority, but chasing up the accompanying paperwork is secondary for us," said Cybulski.

The way Followmont execute their business model is 'breaking the mould' of the transport industry; revolutionising the traditional and drawn-out approach of gathering detailed freight information prior to shipping.

## The Challenge

"We needed a configurable and flexible mobility solution to enable us to pick up freight from a customer with only a minimum viable amount of information, regardless of whether the customer had provided all the freight documentation or not," Cybulski stated.

The company sought an established mobility provider who understood the challenges of their freight business within the Australian transport market, and who could create a flexible solution that combined pick-up and delivery in one process for high-level customer service to regional and remote locations.

"Followmont is achieving double-digit growth every year, so we required a scalable solution with unique workflows beyond the industry standard and tailored to our business. We also required the commitment to ongoing innovation within the solution so we could continuously provide new ways to service our customers."

The ability to track the real-time locations and available capacity of active vehicles, to enable Followmont's fleet allocators to disperse jobs to drivers in the most efficient and timely manner, was crucial. With casual contract drivers working for Followmont on demand, the solution also needed to enable these drivers to log into the cloud, access job allocations and scan completed events.

"We needed an all-in-one technology partner with both software and hardware solutions, as well as mobile device management and dedicated support. Leopard Systems came to the table with that."

## The Solution

Followmont engaged Leopard Systems to tailor specific functionality into their proven Leopard Delivery Cloud solution; a fully-supported, cloud-based, proof-of-delivery application that connects delivery drivers with administration staff for maximum visibility and productivity.

Most important for Followmont was the design and development of a high-paced and precise job allocation function. This function would compile customer freight data from a range of cloud-derived sources into discrete job tasks. Then Followmont's job allocators could efficiently dispatch incoming jobs in real time to the most appropriate drivers based on their geographic location and vehicle freight capacity.

"Leopard Systems were willing to help us build and deploy a solution that would drive our personal service engagement strategy in a more flexible way and give our drivers – some working in the remotest parts of Australia – the relevant information they needed to deliver and pick up freight with ease," said Cybulski.

"Leopard's dedicated knowledge of the transport industry and how to extract the most value from a mobility solution was instrumental for us to run the project with efficient use of our resources.

We didn't need to hire business analysts for the project because Leopard provided the analytical expertise, business knowledge, project management and technical support we required."

## The Results

Leopard Delivery Cloud provided a connected enterprise-wide system for tracking and managing Followmont's pick-up and delivery of freight, as well as facilitating a high-response allocation of incoming jobs to drivers. The solution empowered Followmont's various employee groups to perform their tasks in a more streamlined, efficient and timely manner.

"Leopard Delivery Cloud provides immediate clear instructions and detailed updates to our drivers so they're saving time in not needing to actively communicate to get this information. By eliminating split pick-ups and deliveries, and reducing missed pick-ups, our driver efficiencies have improved. With Leopard Delivery Cloud we're now on track to achieving our target of 100 per cent of the day's booked freight being delivered," said Cybulski.

Furthermore, taking advantage of Leopard Delivery's geofencing and vehicle tracking features, the company's ability to manage driver 'dwell' time and optimise fleet management was substantially improved.

The real-time job allocation feature allowed Followmont to successfully pick up 10,000 consignments every day. "Our allocators now have greater visibility on freight movements to manage demand and disperse jobs to drivers and vehicles much more efficiently."

"Our customer service agents no longer need to disrupt drivers or allocators to determine the status of a delivery; they can respond to customer queries immediately. Also, customers now have direct access to real-time freight information via an integrated portal."

From an operational perspective, Followmont gained substantial insight into how freight moves through their vehicle network; enhancing their ability to meet their 98 per cent on-time delivery target and improving the overall management of their agents.

Lastly, the collaborative partnership between Followmont Transport and Leopard Systems holds benefit for developing future transport and delivery innovations. "As we continue to make our business more efficient, we're presenting challenges to Leopard and collaborating on solutions. That strong partnership is a fit for our business."

"Having worked with other mobile technology partners in the past, Leopard Delivery Cloud provides a very stable platform that doesn't present us with any day-to-day challenges. In the freight world, customer experience is improved when drivers have the critical delivery information to service the customer well," said Cybulski.

"While we're still embedding Leopard Delivery Cloud and optimising our workflows, partnering with Leopard Systems allows us to address the friction in our internal processes; to seek their professional recommendations and technical support in solving these issues."

### About Followmont

Established in Brisbane in 1984, Followmont Transport deliver freight to the far reaches of Queensland and New South Wales for their multi-national and local business customers. Employing 850+ staff and operating a 1000+ vehicle network, Followmont deliver 3,000 tonnes of time-sensitive goods per day.

[www.followmont.com.au](http://www.followmont.com.au)

### 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](http://www.leopardsystems.com.au)