



Chris Bennett (Heavy Haulage) Limited

Keep on trucking...

Even more satisfied customers and a much more efficient workforce.

Until the introduction of Navman Wireless' satellite tracking technology around 18 months ago Chris Bennett (Heavy Haulage) had to communicate with its drivers via mobile phones to find out exactly where they were. Now transport manager Andy Greig can pinpoint the exact location of all 40 of the firm's vehicles in an instant.

Using Navman Wireless' web-based OnlineAVL solution, Andy can zoom in on the vehicle in question on his PC to determine its exact location down to street level. He can even see how fast the vehicle is moving and how long it has been on the road for. Vehicle locations are updated every 10 minutes so Andy has a very accurate picture of where the firm's vehicles are at any given time. This has helped significantly with management control of the company, providing Chris Bennett (Heavy Haulage) with 100 per cent peace of mind. "It certainly means reduced stress levels which has saved me a few grey hairs," admits Andy.



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Importantly, the Navman Wireless solution has also helped the Stockport-based firm to provide customers with the exact location and ETA of the expected delivery. "For us customer satisfaction is paramount to business success," explains Andy. "If I think there's a problem I can phone the client and say it is going to be late. Alternatively if they phone me I can say where it is and provide an accurate ETA for the customer".

Accurate mapping

As well as improving customer relations, and therefore helping to generate repeat business, the Navman Wireless Solution also enables the company to work more efficiently. If the company receives a call from a customer wanting a pick-up straight away then it is able to direct the nearest vehicle to the location, saving both time and money. Using the street map provided with the OnLineAVL solution in conjunction with the satellite tracking facility, Andy can also help drivers if they can't find a given location.

For Chris Bennett (Heavy Haulage) another major benefit of the Navman Wireless technology is being able to plan journeys online. Because the company operates mainly 'abnormal loads' for blue chip construction, plant hire, manufacturing and demolition companies ("the kind of vehicles that hold you up on the motorway", says Andy) it is necessary to submit route plans to the police, local councils and various utility companies. They will then suggest alternative routes if they are not happy. "The advantage of the Navman Wireless Solution is that, unlike some

CDROMs you can get, the online map is bang up to date. This means we can make sure we choose the best routes for our drivers to take."

Efficient workforce

Chris Bennett uses the Navman Wireless 'geofencing' function (where an alert is sent if a vehicle goes outside of a certain area) to highlight unauthorised usage of vehicles. This has made large savings in diesel costs for Chris Bennett and improved the efficiency of their workforce. OnLineAVL also allows Chris Bennett to monitor hours driven and breaks taken.

Explains Andy: "Using Navman Wireless we know exactly when the key was put in the ignition and therefore how long a driver has been driving for without a break." He adds: "If necessary I will tell them to take a 45 minute break before they hit the maximum four and a half hours driving time."

For Chris Bennett (Heavy Haulage)'s Andy Greig introducing Navman Wireless' satellite tracking technology has proved an overwhelming success. It has improved customer relations, made the company more productive, generated more business and helped to provide much more accurate routing. He concludes: "Without doubt it's the best investment the company has ever made. We're absolutely chuffed to bits with it."

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Navman Wireless Business Solutions

Navman Wireless is at the forefront of the current growth in Vehicle Tracking and Mobile Data Development. Their unique hardware designs and latest software applications are designed for businesses that want to exploit the advantages offered by this technology, enabling them to generate rapid cost savings and increase productivity.

The Navman Wireless solution uses a Windows based OnlineAVL system, GPS satellite technology and the Vodafone GPRS network to enable live vehicle tracking. This allows users to track, message and monitor their fleet from almost any PC at any location for a fixed cost.

Navman Wireless UK Ltd is part of the Wireless Data Division of the international research and development company, Navman New Zealand Limited.

- For more information on Navman solutions, contact Navman Wireless UK Ltd on 01782 557950 or visit our website at www.navmanwireless.co.uk

