



Value Added Services



Truck driving has become a particularly hazardous trade. Every stop along a route holds the threat that the driver and cargo could be another victim of a hijacking. Value Logistics has safe-guarded against such an incident by installing most of its 4 000 vehicles with DigiCore's C- Track

A national logistics company, Value Logistics offers services that include truck and car rental, warehousing and clearing and forwarding of products. As a result, the company relies heavily on its vehicles which are the lifeblood of the company. "At present we are phasing out old technology that exists in our vehicles and upgrading most of the vehicles' fleet management systems with DigiCore's C-track," says Werner Kuhn, operations manager of Value Logistics. "In fact, we are so impressed with the product that we are investigating the fitment of DigiCore tracking units onto our trailers as well."

For approximately six years, DigiCore has enjoyed an affiliation with Value Logistics. The reason for this continued relationship is based on the variety of benefits that C-track has brought to the company.

"Through C-track we can effectively manage the information regarding the behaviour and route activities of our vehicles, as well as the playback facility. Even though DigiCore allows us to download the trip information ourselves, we make use of the reports that DigiCore issues to us – in the event of a power failure on our side, we can at least be assured



Value Logistics is in the process of phasing out old technology by fitting all 4 000 of its vehicles with DigiCore's C-track.

that DigiCore is still monitoring our fleet," says Kuhn. "Another unique feature of the DigiCore system is the hi-jacking panic signal that drivers can send to our control centre."

This panic button has been used frequently. Trucks and their loads have become very potent magnets for hijackers and Value Logistics is no exception. However, thanks to the masterful DigiCore C-track, Kuhn reports that all of the vehicles and trailers have been fully recovered. "Due to the prompt response to the panic signal, the vehicles and the cargo have been recovered," says Kuhn.

Many companies report that due to the surveillance nature of C-track, truck drivers are not exactly jumping with joy at

its presence in the vehicles. The exact opposite is true for the drivers at Value Logistics. "Our drivers recognise that C-track is not a policing tool for us to use against them, if anything, it's there to assist them. When drivers come back from a trip and we download the trip information, we can then see if the agreed standards of driving technique have been properly followed. One example is when a driver who arrived late reported that there was a particular stretch of road where the mist was very dense.

"By looking through the journey information we found that the driver had slowed down considerably and made an excessive number of stops during that particular time. As a result, the information gleaned from C-track was able to support the driver's case."



The fleet management team keeps a watchful eye on the progress of their vehicles.



Better efficiency for Aircotherm with **C-track** and **Mobitex**

If you are in the grocery market in Belgium, there is a possibility that you will receive your products out of an Aircotherm cooling system. For over 20 years, this Belgian company has specialised in commercial and industrial cooling, establishing sound relationships with clients such as Delhaize, GB, Aldi and Lidl. In order to be able to provide optimal service, Aircotherm uses the C-track in combination with the Mobitex network of RAM Mobile Data.

C-track is a fleet management system that offers detailed and informative reports on the availability and achievements of Aircotherm's vehicles and employees. "It's exactly what we were looking for," says Rob Engelen, fleet manager at Aircotherm. "Our technicians are continually on the road, travelling throughout Belgium, and as a result we don't get to touch base with them on a daily basis. For this reason, it is extremely important to have a clear and concise idea of each vehicle's location so, should one of our customer's vehicles need immediate repair, we can determine which vehicle is in the closest proximity to that customer. With C-track we can respond to our customers in record time!

"Our previous system used to operate according to the information supplied by our employees in relation to particular times and places," says Engelen, "so we were dependent on our employees to receive the correct data, which was far from perfect. The big advantage of implementing the C-track system into our business is that you can receive the information at any time from your computer without having to bother your colleagues.

"The data is forwarded to us through RAM Mobile Data," explains Engelen. "RAM Mobile Data was recommended to us by C-track and we were immediately impressed with the reliability of its network and the relatively low costs. Although the purchase of C-track is a one-off investment, communication costs are repeated on a monthly basis, and, as such, we were looking for a favourable price. RAM offers us low costs and provides good service.

"At the moment, all 14 of our vehicles are equipped with the C-track-Mobitex combination. As a result, we don't only have a clearer picture of our organisation's operations but are able to receive daily surveys on the achievements of our technicians. We can measure how long someone has worked at a location, in how many places he has been and how many hours he's spent driving. We can also analyse how often we have been to visit a particular customer in a certain period of time, which is really handy. But above all else, the main advantage of this system is the ability to react a lot faster and to work more efficiently - that's what makes C-track so valuable!"

Building a strong foundation

The name Lafarge is synonymous with quality and, as such, it seemed only logical to form an alliance with a quality fleet management system. Lafarge, located in George, has done just that, fitting the vehicles in its fleet with DigiCore's Co-Driver with GPS. Co-Driver has become a reliable choice in vehicle management for the company, cutting down on speeding, vehicle abuse and assisting in improving driving styles. After being in place at Lafarge for many years, the cost savings are continually being realised.

"Co-Driver has enabled us to effectively manage the driver and the technical aspects throughout the journey," says Jorge Rodriguez, owner of JL Rodriguez Transport. Where fleet managers delight in the advantages of Co-Driver, many drivers may feel less than charmed. Co-Driver

delivers completely factual and unbiased information regarding the movement and behaviour of the driver on his route, leaving no room for "bucking the system". "Not only has it improved driver productivity through its constant surveillance capabilities, but it has also been responsible for fuel savings," continues Rodriguez. "We can download the data pertaining to the trip at any time and identify the times where drivers have been responsible for over-revving, over speeding and unnecessary idling time.

"We have experienced very few problems with the DigiCore system," states Rodriguez. "After-sales back-up is also commendable with prompt, uncomplicated service. All in all, I can safely say that we are very happy with the Co-Driver fleet management system."



The cost saving capabilities of DigiCore's Co-Driver with GPS have made the Lafarge mixers in JL Rodriguez' fleet formidable.

Cost saving benefits from C-track

Long distance, cross-border liquid bulk haulage from Durban is by no means an easy task. Apart from the transportation of potentially hazardous material, such as oil and bitumen, the drivers at Javelin Transport have to contend with long queues at the border posts of Botswana, Namibia, Mozambique and Zimbabwe.

For the past six years Steve Allison, operations director of Javelin Transport, has been completely satisfied with the performance of DigiCore's C-track fleet management system, having installed the system in all 45 of the company's vehicles.

For Javelin Transport, the initial investment in DigiCore's C-track has been far outweighed by the mass of benefits that it has brought to the company. "C-track is highly commendable as a useful management tool to any fleet manager," says Allison. "Through the data, we are able to manage certain activities and behaviour of the driver and vehicle, such as stationary time, driver hours, speeding and over revving.

"Not only does it save the company money by improving driver productivity, but it is also an effective safety measure. Through the monitoring of driver hours, the fleet manager can minimise the



The tough fleet of vehicles at Javelin Transport is made more robust by DigiCore's C-track fleet management system.

occurrence of driver fatigue and reduce the risk of possible accidents.

"One of the qualities of DigiCore's C-track that suits us best is the user-friendliness of the product. We can also depend on accurate information regarding the tracking of the vehicle as far away as the Congo," continues Allison.

Justice is sweet

Premium product for Premium Trucking

To Renier Reyneke, owner of Premium Trucking, around the clock surveillance is the most important feature of the DigiCore system. With DigiCore's fleet management range, Reyneke has the power to access and download any information about his 21 vehicles at any time and in any location, effectively monitoring the transportation of fruit and vegetables from the Lowveld. Since its establishment three years ago, Premium Trucking has enlisted the help of DigiCore.

"There are other tracking options on the market, but C-track has provided the most effective solution," says Reyneke. "Our main concern is hijacking situations," says Reyneke. "With other service providers, if a hijacking had taken place, we would have had to first report the incident to the police to lodge a claim and obtain a case number before any action could be taken regarding the tracking and recovery of the vehicle. With DigiCore we can immediately access information regarding the vehicle's location, the speed at which it is travelling, harsh braking and so on, whenever we choose.

"Even more impressive is that DigiCore offers a bureau service and support team in the event of a hijacking. If contact with the vehicle cannot be established, DigiCore activates air and ground teams to respond immediately to the situation," comments Reyneke.

It was a muggy, stifling day...typical Mozambique weather. Midges danced above the damp earth as officials laboured in the searing heat to set up a roadblock. An air of purpose permeated the scene as guns were cocked and poised for any eventualities that might occur. Through the haze of humid air, a tipper truck banked the crest of the hill, "150 metres...100 metres...75 metres," crackled the voice over the "walkie-talkie". Unaware of the welcoming committee patiently waiting for its arrival, the truck slowly meandered down the dirt track.

Though cunningly disguised with stickers along the length of the vehicle, there was no mistaking that this was the same truck that had been hijacked earlier in Maputo. Revelling in the glory of their assumed clean getaway, the driver of the tipper truck and his five accomplices had no chance to react when the squadron of police pounced from behind their cover. All too soon a torrent of bullets from both directions sliced through the stagnant air...

This was the situation faced by Wayne Frattoroli, operations manager of Protech Khuthele and sister company, Pela Plant. As a construction, mining and earthworks company, Protech Khuthele and Pela Plant depend heavily on the fleet of vehicles for the success of their businesses. It is for this reason that Protech Khuthele and Pela Plant have installed the DigiCore C-track Solo fleet management system in their 80 vehicles, ranging from bakkies through to tippers. "For the past five years we have utilised DigiCore's system and have been completely satisfied with the product," says Frattoroli. "C-track and the bureau service offered by DigiCore have aided us in the recovery of all four of our tippers that were hijacked," he continues.

"C-track Solo offers our company additional control over the fleet by allowing us to properly manage the vehicles. We monitor vehicle movements in two ways... through the DigiCore-controlled bureau and by personally monitoring vehicles' progress via the Internet. Another benefit of the C-track Solo system is that it grants us an added sense of security. It is for this reason that we have ordered an additional 50 units for our vehicles," Frattoroli comments.

Control at your fingertips

Transporting chocolates is an important business and A G Cordiners and Sons endeavours to make that journey as safe and as controlled as humanly possible. Granted, the company does have other illustrious clientele on its portfolio, but the safety while transporting Cadbury chocolates is of utmost importance. In order to deliver the most effective and, indeed, efficient transport solution to its clients, A G Cordiners and Sons has enlisted the assistance of DigiCore and its product range.

"At present we have fitted all ten vehicles in our fleet with C-track, and after using the product for a year, we are more than satisfied with its performance," says Mike

Folkey, sales manager of A G Cordiners and Sons. Folkey controls vehicle tracking at the company. "All I can say is that, apart from minor tweaking, it is a very good system!

"I personally believe that the best feature of C-track is its flexibility. We had the option to implement DigiCore's armed response, but we prefer to utilise our own reaction unit. The great thing is that we were given that choice. Due to the live tracking delivered by C-track, I have control over the fleet and can replay the movements of the vehicle at any time," continues Folkey.

Thanks to C-track, a number of cases Regarding driver misuse and

abuse have been identified and the relevant parties have been disciplined. C-track has not only helped in increasing driver productivity and driving technique, but has also been responsible for clearing the name of certain drivers. "A call was received from another road user, reporting the alleged misconduct of one of our drivers – behaviour that is dealt with very severely in our company," says Folkey. He continues, "After referring to the C-track, we were able to establish that none of our vehicles had been in the area where the alleged incident had taken place. Based on C-track, we were able to clear our driver's name with a clear conscience."

Safe-guarding municipalities infrastructure

A municipality is the foundation of a suburb, providing the essential infrastructure to guarantee the smooth running of the surrounding areas. One such municipality is UGU Municipality in KwaZulu-Natal, which provides vital services such as sewerage and refuse removal to the community in which it exists. In order to properly attend to its duties UGU has fitted all 200 of the vehicles in its fleet with DigiCore's C-track. Although UGU only installed C-track six months ago, the organisation is already extremely satisfied with the DigiCore product.

"Through C-track, we have control over our fleet with the ability to monitor the vehicles historically and in real-time. It has also allowed us to download accurate trip information, compile reports and analyse the information to establish patterns such as fuel consumption and driving technique," remarks Sam Mantwana, GIS specialist of UGU Municipality. "We are in the process of educating and training our drivers on the C-track and showing them all the benefits that it may have for them. "

UGU also enjoys the adaptability of the DigiCore application as they are in the process of making it compatible with UGU's own GIS (Geographical Information System) mapping programme.



All 200 vehicles in the UGU Municipality fleet have been safe-guarded with DigiCore's C-track.

CONTACT: HEAD OFFICE

Tel: +27 12 665 7300 Fax: +27 12 665 5376 e-mail: info@digicore.co.za Website: www.digicore.com