JCA Couriers Limited

FLEET SIZE 14
INDUSTRY Courier
REGION UK
PRODUCT DataTrak
SERVICE OPTION DataTrak online


OBJECTIVE - BUSINESS CHALLENGE?
As an operator within a highly competitive and time-sensitive business environment, optimised fleet management and vehicle and driver control are business-critical issues for JCA Couriers. In order to maximise its efficiency in operation, the company decided to seek a single solution which would satisfy a number of key criteria:

Real-time vehicle tracking: To enable JCA Couriers know the whereabouts of its vehicles at any given time.

Collection scheduling: To provide the company with a system which would facilitate collections by the nearest vehicle at any given time.

Load transfers: Transferring loads in transit from one vehicle to another can result in significant efficiency gains and mileage savings, depending upon planned routing/destinations at the time. The company therefore wanted a dynamic solution which would enable its controllers to identify wherever such opportunities may exist.

Vehicle utilisation and man-management: In addition to streamlining collection and load transfer routines, a key requirement of the system was to provide the ability to minimise off-job and idle time in order to maximise vehicle utilisation and help reduce overtime.

Private usage of company vehicles: As with any out-based vehicle fleet, there is a possibility that JCA Courier vehicles may be used privately by its employees. In addition to representing a cost for the firm, this also leaves employees exposed to personal tax liabilities. JCA Couriers therefore sought a solution which would enable private mileage to be monitored, so that a private usage scheme could be implemented to the benefit of all.

mix TELEMATICS
CASE STUDY

SOLUTIONS PROVIDED - HOW DID MiX TELEMATICS HELP?

The solution chosen by JCA Couriers is MiX Telematics’ DataTrak, a cost-effective and robust real-time tracking system.

Each JCA Couriers vehicle is fitted with a DataTrak Locator unit, which determines its position using GPS (Global Positioning System) and transmits this information to the DataTrak control centre via GSM (Global System for Mobile Communications) at regular intervals.

This data is then reported to JCA Couriers by way of DataTrak Online, a 24/7 web-based service which delivers real-time vehicle tracking maps and bespoke usage reports direct to the company’s control room.

RESULTS OBTAINED

JCA Couriers reports that DataTrak has resulted in an overall 15 percent efficiency gain and as such is firmly established as part of the firm’s daily routine.

“The savings we realised were immediate, significant and have been sustained from day one,” comments the company’s Financial Manager, Adrian Hume. “DataTrak is a straightforward and easy-to-use system which provides exactly the depth-of-insight our controllers need to run the fleet as efficiently as possible. It therefore meets our needs precisely and we are consequently delighted with the results.

“Moreover, our experience shows DataTrak to be a ‘fit and forget’ item which provides dependable performance service day-in, day-out. Without having to concern ourselves about the reliability of the technology underpinning our operations, DataTrak helps us get on with the job and concentrate on providing our customers with excellent service – which for any courier company is precisely where the focus needs to be.”

ABOUT - MiX TELEMATICS FLEET MANAGEMENT SOLUTIONS

Every MiX Telematics Fleet Manager solution combines leading-edge fleet management technology with clear and simple reporting. Located at the heart of the system is FM Communicator, MiX Telematics’ on-board data computer which can be set to gather a range of information relating to driver and vehicle performance.

By capturing and comparing the driving styles of staff, the system can be used in conjunction with an appropriate driver training programme to bring about dramatic reductions in fuel consumption. Typically, the information Fleet Manager provides can be used to derive fuel savings of approximately ten percent.

Having visibility of every driver’s performance also enables operators to address issues such as over-revving and harsh acceleration and braking, all of which can lead to higher accident rates, increased wear and tear and maintenance costs. For the fleet manager, information is delivered direct to the desktop via FM Web, MiX Telematics’ secure internet-based reporting suite. Available 24/7, FM Web can be customised to automatically generate individually-tailored reports at a time of the operator’s choosing. And to help drivers out on the road, the optional MiX Telematics RIBAS display delivers instant feedback by providing an on-board visual indicator as to driving style. Whenever one of RIBAS’ parameters is exceeded, a light is illuminated to inform the driver:

R over Revving
I excessive Idling
B harsh Braking
A harsh Acceleration
S over Speeding

In addition, Fleet Manager can be used in conjunction with a PDA to manage a range of tasks including daily safety checks and delivery/collection confirmation in real time. When linked into existing office software, Fleet Manager provides a direct channel of communication between vehicles and the traffic office, thereby providing a valuable and powerful business tool.

Every Fleet Manager solution comes with the full backing and support of MiX Telematics. From setup and integration into existing operations, through to providing advice on introducing the system to drivers and interpreting the results, MiX Telematics’ consultants work closely with operators to help maximise the return on investment in the shortest possible time frame.

ABOUT - MiX TELEMATICS

MiX Telematics is a global provider of fleet management and vehicle tracking solutions designed to deliver a raft of operating efficiency-enhancing benefits and provide high levels of protection and security for staff, vehicles, other mobile assets, including construction industry plant and static machinery such as generator sets.

MiX Telematics provides solutions for companies of all sizes and our products can be found today operating in more than 75 countries worldwide.