

# CoPILOT® LIVE™

## Mobile Navigation



### CoPilot® Live™ navigates a direct delivery for United Fleet Distribution



“Integrating CoPilot Sat Nav into our driver mobility solution means that United Fleet Distribution is on target to recognise a 33 percent increase in driver productivity within 6 months”

#### *Nick Chadaway, IT Manager, United Fleet Distribution*

United Fleet Distribution is the UK's leading 'trade plate delivery' company whose uniformed drivers move vehicles on behalf of some of the largest fleet operators in the country. Current customers include British Telecom Fleet and Lex Vehicle Leasing.

With 250 professional drivers operating in the mainland UK and Northern Ireland, United Fleet Distribution are unique in that they can provide a truly nationwide service. This year they are on target to do 100,000 vehicle movements.

#### **The situation**

A typical driving day will begin with the transit of a vehicle picked up the previous day to its final destination. Once delivered, the driver will use public transport or arrange a lift with another driver to travel to the address of the next vehicle due for movement.

In the past, drivers were left to navigate from one vehicle drop off to the next pick up point. In addition, each vehicle movement involved a considerable amount of paper work which the driver had to complete on site.

#### **Customer profile**

United Fleet Distribution is the leading UK 'trade plate' delivery service. 250 Uniformed drivers conduct 100,000 vehicle movements per year on behalf of large fleet owners

#### **Situation**

Reliance on drivers to find their own way when delivering and retrieving a vehicle. Complex, wasteful, paper

#### **Solution**

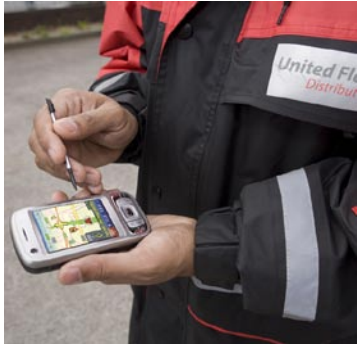
O2 Xda Stellar devices provided to all drivers.

Devices have CoPilot Live 7 Satellite Navigation and TaskMaster Field Service software on board.

CoPilot Live makes the journey between each drop off and pick up more efficient while TaskMaster removes all paper from the process

#### **Benefits**

- 33% improvement in driver efficiency
- £25k targeted saving in stationery and postage costs within the first year



“One of the surprises for us was the popularity of the ‘Walking Mode’ feature in CoPilot Live. What we have found is that it increases the drivers’ confidence in travelling between jobs.. We never anticipated it being used in this way but the drivers think it is a fantastic feature.”

**Nick Chadaway**

Nick Chadaway, IT Manager with United Fleet Distribution, explains: ‘Our drivers used a combination of maps and their own Personal Navigation Devices to go from one job to another. These PNDs were fine to use in vehicle but proved less useful to the driver while on foot and in trying to locate an address.

Once on site, each vehicle movement and inspection involved at least two documents per vehicle each running to approximately four pages.’

On completion of any job, copies of the documentation would then be sent by mail to Head Office in Birmingham. This could delay the process by up to 7 days between the finishing of a driving assignment and it being reported back to the customer.

Chadaway began looking into ways in which mobile technology could be used to radically improve driver efficiency. He wanted to streamline the processes of moving the drivers from appointment to appointment and remove the emphasis on paper for collection of data and customer reporting.

### **The Solution**

The solution came in the form of the O2 Xda Stellar smartphone, loaded with CoPilot® Live™ 7 Satellite Navigation software from ALK Technologies and integrated with the TaskMaster™ Field Service application from TBS.

Now, equipped with this single device, United Fleet Distribution drivers can navigate directly to all their daily appointments and remove the paperwork from on-site evaluations.

If they are moving a vehicle to a new destination, they use the TaskMaster Field Service application to conduct a thorough vehicle appraisal including drivability, safety checks and recording any damage. On completion, TaskMaster automatically sends this data via the O2 GPRS network into United Fleet Distribution's backend systems.

All paper has been removed from the process. Even the customer’s signature is recorded directly on to the O2 Xda Stellar device. On



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**Nick Chadaway**

completion of the job, CoPilot Live will then provide the driver with voice guided, turn by turn navigation to their next destination.

By implementing this solution, United Fleet Distribution have cut their paper use, making a significant environmental impact, while the savings in stationery and postage are on target to be in the region of £25K for the year.

Chadaway continued: ‘We used CoPilot Live as one of the key benefits for this project when rolling it out to the teams.

Essentially we were providing them with Satellite Navigation free of charge which made their working lives more efficient and gave them a device they could use in their leisure time. Through structured training we were able to demonstrate the many advantages of the system and explain that through its use, they would be able to manage additional jobs, which for them is money in the bank.’

Using CoPilot Live also demonstrated some additional benefits as Chadaway explains:

‘One of the surprises for us was the popularity of the ‘Walking Mode’ feature in CoPilot Live. What we have found is that it increases the drivers’ confidence in travelling between jobs. No longer do they have to carry bulky maps or vehicle designed PNDs. With the built-in GPS receiver of the O2 Xda Stellar and its compact design, they can check their current position while on route and when walking to their next collection. We never anticipated it being used in this way but the drivers think it is a fantastic feature.’

The professional drivers who join United Fleet Distribution represent a wide range of ages and backgrounds which naturally leads to a variety of skill levels in the use of mobile technology.

As a result, Chadaway developed an eight hour class room and field training programme that all the drivers attended. This was backed by a comprehensive ‘How To Use’ manual developed in part with TBS.

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**Nick Chadaway**

A rolling weekend programme ensured that within three weeks, all 250 drivers had received an O2 Xda Stellar and the correct training in how to use both CoPilot Live and TaskMaster in the field.

Now the solution has been implemented, United Fleet Distribution is recognising other key advantages – most notably the improved level of service they are able to offer their customers.

Where the old paper based systems would take days to complete, customers can now access information concerning the latest vehicle pickups in real-time via a customer portal on the United Field Distribution web-site. This has brought tremendous advantages.

Chadaway comments:

‘Our customers have shown a real appreciation for the speed at which they can now access information. Before, it could take up to 10 days for the customer to get vehicle details once the hard copies completed on site had gone through the mail, then processed at Head Office, manually scanned and indexed against customer references.

With the new system now in place, customers can be talking to their end-users about any damage, wear-and-tear to the vehicle in a matter of minutes’

### **The importance of partners**

The choice of O2 as a network and solution provider was an obvious choice for United Fleet Distribution. O2 were a mobile partner who had always provided them and their parent company, Mears, with an excellent level of service. But the other components of the project were more complex. Chadaway explains:

‘In our industry, there are so many variables in our working processes that it is impossible to buy a solution off-the-shelf.

For the satellite navigation element we looked at a number of products including an early release of TomTom Work – but it did not have the functionality we required.

It was field mobility solution providers, TBS who recommended CoPilot Live as an alternative. The Software Developer Kit (SDK) that comes

with CoPilot Live enabled TBS to integrate it with TaskMaster their field service, real-time data communication software providing us with a total solution specific to our requirements.'

Now that the solution is implemented, United Fleet Distribution is looking at other ways in which to capitalise on their mobile infrastructure.

'TBS have now recommended that we review the CoPilot Live FleetCenter product as a means of tracking our driver's devices, seeing their current position and Estimated Time of Arrivals in real-time. This should improve our driver utilisation even further and provided our customers with more accurate pick up and delivery timings.'

#### **Technology**

##### **Hardware**

- 250 x Windows Mobile Powered O2 Xda Stellar smartphones

##### **Software**

- CoPilot Live Satellite Navigation software
- TBS TaskMaster Field Service software

**About ALK Technologies**

ALK Technologies is at the forefront of mobile navigation technology with over 28 years expertise developing solutions for corporate and consumer customers globally. ALK's CoPilot® mobile GPS navigation solutions are available in Europe, North America and Australia as retail-branded products and as the basis for leading OEM navigation systems, while the Company's PC\*MILER® routing, mapping and fleet management solutions are used by over 23,000 transportation, logistics and manufacturing companies Worldwide.

CoPilot® Live transforms mobile phones and other portable devices into powerful satellite navigation systems with the additional benefit of integrated real-time location-tracking, messaging, and information services. The software is rapidly becoming the satellite navigation software of choice for Mobile Operators, OEM's and handset manufacturers.

Commercial partners include Acer, T-Mobile, O2, Motorola, Sony Ericsson, Intermecc, HP, Panasonic, HTC, Scania, Ford and BMW.

Technology partners include NAVTEQ, Microsoft, Symbian, Sirf, Marvel and NXP. Corporate customers include Tesco.com, Drive Assist, Severn Trent Water and McNicholas Plc.

ALK is a Microsoft Certified Gold Partner and received the 2005 Microsoft Partner of the Year award for Mobility Solutions Sales and Marketing. The Company's innovative FleetCenter™ integrated navigation, location-tracking and fleet management application won the 2006 Global LBS Challenge.

**About TBS**

TBS is dedicated to helping enterprises build competitive advantage using the latest mobile technology. Our proven track record and depth of experience in the development, implementation and deployment of mobility solutions allows us to understand your business challenges and opportunities, and provide the infrastructure you need to address them. Following this premise, TBS offers an array of professional services to ensure the effective and rapid deployment of your organisation's mobility solution