



Service



Personal Despatch



Company background

Operates a same-day courier company, mainly delivering computer components from main suppliers to shops around the UK.

Location

Manchester

Fleet

5

Telephone

0161 881 4715

OnLineAVL Fleet Management has increased Personal Despatch's management control by increasing efficiency and reducing overheads.

Key Benefit

"Reduction in fuel costs"

Steve Craynor, Transport Manager, Personal Despatch

**PERSONAL
DESPATCH**

NAVMAN
wireless

For Successful Fleet Management

Key Benefits



Increase in Efficiency

"Now that we have full visibility of our vehicles, at a glance we are able to assist in better routing and more efficient scheduling of our drivers."



Increase Customer Service

"Prior to OnLineAVL, customers would phone up wanting to know where their deliveries were. We would have to get drivers to estimate their time of arrival, and quite often where they were. This was often incorrect resulting in unhappy customers. We have noticed a large increase in customer satisfaction now that we are able to provide amazingly accurate information to our customers on when they will receive their goods."



Decrease in Fuel Costs

"The installation of vehicle tracking has virtually eliminated both the private mileage of our drivers along with decreasing the number of spurious overtime claims that come in. This has, especially with today's ever increasing oil prices, managed to reduce our fuel expenditure substantially."



Increased Management Control

"Using OnLineAVL has provided us with the ability to assess what will happen, where and at what time. I can't imagine running the office without Navman now and would recommend it to anyone who runs even the smallest fleet."

"Large improvement in customer satisfaction"

Steve Craynor, Transport Manager, Personal Despatch

