



DAC Handling Solutions

TomTom WORK helps materials handling firm improve customer service

Tighter control over its large team of service engineers, faster response to emergency work, and better information for its customers, are just three of the benefits to materials handling company DAC Handling Solutions of installing TomTom WORK's WEBFLEET system.

DAC - largest distributor in Europe of the renowned Still brand

The Company

DAC Handling Solutions is a family-owned independent company selling, servicing and repairing materials handling equipment throughout the UK. It is the largest distributor in Europe of the renowned Still brand of equipment, which is used across a wide range of industrial and service sector applications.

From its headquarters in Exeter and through 12 local depots, the company manages the work of over 90 mobile engineers who are on the road every day visiting customers to carry out both planned maintenance and emergency repairs. Their ability to do this effectively is crucial if disruption to customers' activities is to be avoided.

The Challenge

"Our customers depend on us for the maintenance of materials handling equipment that can be vital to their business operations," says DAC's Service Director, Steve Pearce. "Being unable to use a piece of equipment for even a short time can be highly disruptive for them and our ability to respond quickly is essential.

Need to know where each of over 90 engineers on the road is

"With over 90 engineers on the road each doing between three and five jobs a day, it's quite a challenge to keep track of everything. We need to know exactly where each engineer is at all times, be able to give accurate information to customers about when they can expect the engineer to arrive, and meet the industry standard response time of under four hours for an emergency call-out.

"Our requirement was for a system that operated in real-time, that could track the location of our large fleet of service vehicles, and which gave us instant two-way communication with our engineers."





The Solution

Connected Navigation met all of the company's requirements

A search of the market for internet-based fleet management systems led DAC to TomTom WORK and its WEBFLEET system built around the Connected Navigation concept. This met all of the requirements of the company in a fully-integrated package that operates in real-time, has a vehicle tracking capability, and provides instant two-way messaging. The WEBFLEET interface is also very user-friendly – an important feature as the system would be used by busy Service Controllers at each of the company's 12 depots.

A navigation system in each service vehicle provides additional flexibility

Having a TomTom GPS navigation system in each service vehicle was also a useful feature of the package. Although each engineer is very familiar with his territory, the navigation system provides additional flexibility, making it easier for an engineer to travel into an unfamiliar area to deal with an emergency job or to provide absence cover. Precise navigation by both map and audio instruction ensures that engineers arrive as quickly as possible by the shortest route, are able to drive more safely, and arrive less stressed.

WEBFLEET made the life of the Service Controllers easier

"The benefits of WEBFLEET became clear right from the outset," says Steve Pearce. "It made the life of the Service Controllers in the depots considerably easier. They could instantly pinpoint the location of an engineer and check with him the status of a job and his availability to take on another, if one was not already scheduled. This means that we can tell a customer very precisely when he can expect the engineer to be on site.

Voice communication significantly reduced

[...] Voice communication was also significantly reduced, resulting in a calmer and less hectic atmosphere in the control room. And even though we have hands-free telephone kits, having a conversation when on the move can be distracting to the driver and removing this must contribute to increased safety. [...] Further benefits come from the ability to track and trace our vehicles. This allows us to produce reports that can help identify opportunities to improve productivity. We are also able to discharge our legal responsibilities to our employees under Working Time Directive and Duty of Care rules more effectively because we know where they are at all times."

"Overall TomTom WORK's WEBFLEET system has helped make us more efficient, more competitive and better able to serve our customers."