

SUCCESS STORY

ANC Delivers relies on PTV Route Optimiser

INCREASING ROUTING CONSISTENCY
AND ROAD SAFETY

PROJECT GOAL

Knowing the importance of customer satisfaction and optimal performance, ANC Delivers was looking for a software that managed compliance and created an efficient solution for their scheduling needs.

RESULTS

ANC now has consistent delivery allocation times and runs, providing better customer experience and satisfaction and safety for their drivers. Increased productivity allows them to take on more volume.

Delivery planning isn't always easy. Covering everything from Australia's most populated cities to its most rural areas and providing services to some of the country's biggest retailers, delivery can become quite difficult and time consuming. Especially if you manually control a fleet of 800 vehicles. Despite the difficulties, it is necessary to keep customers happy. James Taylor, Managing Director at ANC, says ensuring an as smooth and efficient delivery as possible is crucial.

Knowing the importance of customer satisfaction and optimal performance, ANC Delivers wanted to implement a software that managed compliance and created an efficient solution for their scheduling needs. At the same time it was also important to balance customer requirements. With the help of PTV Route Optimiser, ANC have done just that.

THE IMPLEMENTATION

In order to establish a model for ANC, PTV gathered historical data from previous delivery runs in the company. This was then modelled into ideal routes taking into consideration each factor that affected that specific route if necessary - such as type of delivery, time constraints, breaks, and other important factors.

"All variables are mapped out and put into the system," says James. PTV Route Optimiser ensures optimal planning, regardless of the job. For example, ANC consignments not only consist of delivery, but also assembling or installing. With PTV Route Optimiser, ANC was able to route deliveries adhering to these requirements. "The software will calculate a different delivery time slot depending on the type of goods that will be delivered. If there is an installation involved, it will work it out and allocate more time," James says, providing accurate delivery frames and top customer service.

● — PTV ROUTE OPTIMISER AT A GLANCE

- Optimise fleet planning and scheduling
- Boost efficiency and productivity
- Improve customer service
- Reduce transport and operating costs
- Relieve planners and dispatchers

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Furthermore, the system is also able to interpret the type of vehicle carrying out the delivery; considering the speed, weight and even the skill type of the driver. With PTV Route Optimiser, ANC can keep a close eye on their drivers and consignments, determining any issues they may encounter on route and altering delivery times accordingly. “For our drivers, the software is a complete god send,” James says. “Their job is hard enough, now they don’t have to worry about trying to work out the most effective way to get to a location. It has taken out a fundamental but important part of the job for our drivers and allows them to concentrate on customer service.”

ANC Delivers now manages 150 of their 800-vehicle fleet operationally through the PTV Route Optimiser software. This allows consistent delivery allocation times and runs, providing better customer experience and satisfaction for their drivers all round.

The system is simple; with the ability to plan territories, PTV Route Optimiser has organised ANC’s delivery routes into “zones”. For one of their customers it has enabled ANC to schedule the routes of over 300 jobs in around 30 minutes to an hour. It allocates a 2-hour delivery time frame to each delivery so customers can be informed of their precise delivery time. This territory and route optimisation solution works in a fast, simplistic and efficient manner to improve delivery challenges faced day-to-day.

“IT’S A WIN-WIN ALL AROUND.”

“There are two really big benefits, the first one is consistency in terms of allocation to the runs and the work that is being performed, so you get better customer experience,” acknowledged James Taylor, Director of ANC Delivers. Recognised by ANC client, The Good Guys reported a 95% on time delivery rate based on PTV Route Optimiser schedule after nearly two years of using the software.

James further added, “there are (also) great benefits to the contractors; less mileage, less fuel consumptions and shorter hours, so fatigue management and safety is managed, and their costs go down. It’s a win-win all around.” PTV Route Optimiser enabled ANC a strong Chain of Responsibility; ensuring the safety of their drivers with achievable runs, breaks and deliveries within their specific skillsets and needs.

ANC National Systems Integrational Manager, Lucy MacMillan believes the next step for ANC is more customers, additional states and more growth for the business as PTV Route Optimiser has allowed them to take on more volume. “We have been able to reallocate a couple of shifts but at the same time we are doing a lot more work”, states Lucy. As a result, the implementation of Route Optimiser has seen a surge in work productivity and satisfaction amongst the drivers. Lucy thus acknowledges, “there have been less issues raised from customers as ANC was able to easily implement a reduction of delivery windows”.

The ease of use of this sophisticated software has allowed for a notable growth within ANC’s business model. PTV Route Optimiser not only has become an integral part of ANC’s delivery services, but also for the customers it serves.