Case Study - Photo's save the day

Background

Steel Builders Pty Ltd is a professional structural steel fabrication business located in Sydney, NSW delivering to 100's of customers along the NSW coastline. Steel Builders use 4 of their own trucks on 4 runs to various areas around NSW.

Overview

Steel Builders were experiencing issues in proving delivery to unmanned building sites.Most deliveries are made to construction sites where there were no staff available to sign a proof of delivery. Therefore due to lack of proof validating which products were delivered by Steel Builders and at what time, customers often disputed deliveries costing Steel Builders many thousands of dollars in rework and redeliveries.

Strategy

Steel Builders approached a number of software providers and decided to pursue the mobile solution The RIC Group was offering, as it was totally integrated into their ERP (MYOB EXO) and extremely simple and cost effective to implement.

Execution

The RIC Group reviewed driver operations during a delivery run and it was evident, an effective proof of delivery solution was required needing more than just the standard signature capture. The RIC Group proposed the proof of delivery to be completed electronically through a handheld PDA, which also enabled capturing photos of the delivery goods on site, thereby proving the ordered materials were indeed delivered. Future delivery disputes with customers could now be proven using the photo evidence easily, as the details of the POD including the photos (up to 5 photos allowed for each POD) are automatically sent back from the PDA using the 3/4g network directly back into their ERP system for viewing and emailing as required.

To facilitate the use the proof of delivery, drivers have a manifest with an accompanying GS1 standard barcode for each delivery printed. The barcoded contains details of the customer and invoice which can be extracted by the POD application. When scanned, the appropriate account and invoice details are loaded into the PDA. From there the drivers can capture a number of photos using the camera capability of the PDA scanner. When completed, the POD will be remotely sent back to Steel Builder's ERP, MYOB EXO.

Result

Within two weeks of implementation, Steel Builders saw a significant reduction in the number of disputes raised and dispute resolution times giving an immediate return on investment (ROI). They had not experienced such immediate ROI in other IT projects taken on but The RIC Group provide a very agile software methodology which can adapt to clients needs with ease.

Future

Steel Builders have been very happy with the proof of delivery photo capture result and will be looking to utilise handheld scanners to improve efficiencies in other areas of their business such as the warehouse.