

## Key Benefits

- Provides real-time visibility and dynamic control of all operational fleet resources.
- Ensures the best and most efficient use of resources for tasks and journeys.
- Facilitates the management of driver hours and driver tasks for resource planning and compliance to EU working time legislation.
- Facilitates the management of vehicle availability to ensure efficient use of fleet.
- Provides real-time monitoring and management by exception.
- Provides real-time visibility of POD/POC information.
- Provides real-time visibility of customer delivery performance and issues management.
- Provides a powerful and flexible suite of reports for analysis at all operational levels.

## Overview

**Microlise Transport Management Centre (TMC)** – Part of the Microlise Fleet and Distribution portfolio - is a centralised control centre that provides real-time visibility and dynamic control of all operational fleet resources. The **TMC** system simplifies the management of assets, vehicles, driver shift rotas, driver hours and driver tasks in order to ensure optimum resource usage, productivity and compliance to working time legislation, as well as facilitating instant and interactive communications through the use of configurable events and alerts to provide management by exception. The **TMC** also facilitates full visibility of POD/POC information allowing you to drilldown by site, consignment and item level.

The **TMC** system can be easily integrated with **ERP, WMS** and **Scheduling Systems**.

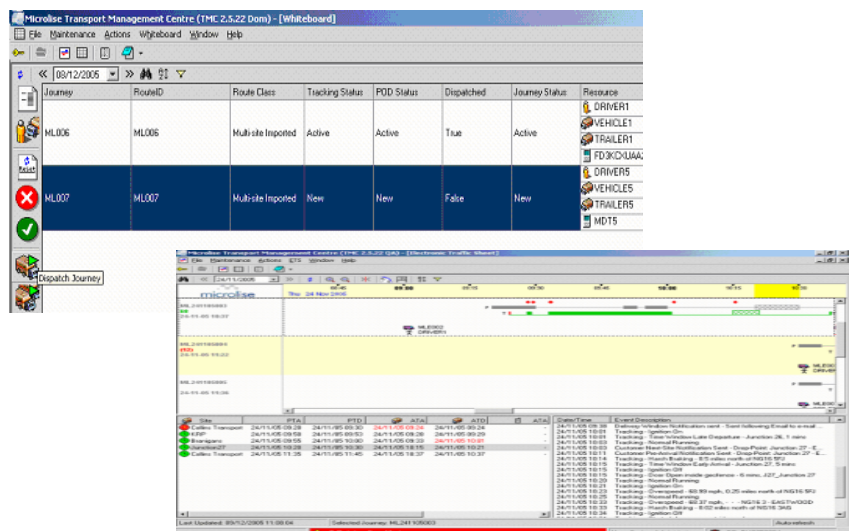
Typical business problems addressed by the **Microlise Transport Management Centre** include: -

- **Poor visibility of resource availability**
- **Inability to plan and manage resource utilisation, both cost effectively and efficiently**
- **Difficulties assigning drivers to routes with the correct qualifications**
- **Inability to effectively plan and manage tasks**
- **Inability to quickly respond to changing circumstances affecting fleet operations**
- **Difficulties updating journey schedules when plans change**
- **Poor traceability of real-time journey adherence**
- **Lack of visibility of order and consignment status, ETA's and delivery information**
- **Inability to quickly respond to Customer Service queries**
- **Un-measurable Customer Service metrics**

Through intelligent software, flexible system interfaces and configurable Business Rules, users are able to tailor the **TMC** to meet their specific needs and adjust these as those needs change. In line with the modular & scalable nature of the Microlise Fleet & distribution portfolio, this core system can be built upon as required to enhance the features for integration with the Mobile Workforce and Vehicle Tracking products.

The **TMC** system will help deliver: -

- **Increased efficiency.**
- **Increased profitability.**
- **Increased Delivery Accuracy.**
- **Increased Customer satisfaction.**
- **Increased Productivity.**
- **Reduced Customer Service costs.**
- **Reduced Office Staff costs.**
- **Reduced Delivery disputes.**



# Transport Management Centre Features and Benefits

Feature	Key Business Benefit
Vehicle and Driver Profiles for cost and utilisation calculations	Ensure the best and most efficient use of resources for tasks and journeys. View predicted costs for journeys based on allocated resources.
Resource Calendars for Resource Planning	Simplify the management of driver shift rotas, working hours, holidays and sickness to ensure compliance to working time legislation, as well as ensuring accurate availability of information for resource planning. Manage vehicle availability, plan services and ensure vehicles are not available whilst VOR. Reduces back-office overheads and ensures efficient use of fleet.
Driver Qualification Compliance	Automate collection of driver qualifications, record qualification expiration and images of qualifications and prompt drivers as required to reduce back-office overheads. Ensure drivers are allocated to routes with the appropriate qualifications.
Driver Shift and Task Management	Ensure staff levels are accurately planned and managed to ensure optimum resource usage and productivity through shift profile creation and assignment. Creation of tasks and activities for drivers to include (as required), signature capture, image capture, clausung, text or numeric entry as well as capture of task start and end timestamps and management of tasks in accordance with EU Working Time Directive.
EU Working Time Directive and Drivers Hours Compliance Support	Automate the Management of Compliance to the EU Working Time Directive, including Drivers Hours, to ensure conformance to regulations. Provides all necessary compliance and corrective action information required by legislation, as well as proactive warning and alerting of impending infringements.
Manual Journey Planning for Active and Inactive Journeys	Real-time journey updates to drivers enabling re-planning and redeliveries including route optimisation, working time checks and customer service SLA checks simply and efficiently by back office staff. Updates optionally sent to Mobile Workforce Application used by drivers.
Consignment Management and real-time Order Track and Trace	Real-time access to order and consignment status, ETA's, delivery information to streamline and automate customer service queries. Web service interface to for external systems to request live consignment tracking.
Augmented Groups functionality for better data separation.	Easily enable users to filter data using mixed entity groups. Group vehicles, drivers, journeys, sites and depots and analyse KPI Reporting data by groups created.
Powerful and flexible Reporting Suite	Enables users from all operational levels to access a powerful suite of reports including: <b>KPI Reports</b> – quickly identify trends and patterns in order to aid operational improvements. <b>Audit &amp; Compliance Reports</b> – access historical trend information or historical records for SLA or legislative compliance. <b>Real-Time Reports</b> – access intra-day reports from the live TMC database.

## Transport Management Centre Available Options

The additional options described below are available to purchase.

**Driver Messaging** - 2-way real-time communication between host system and drivers  
**Email/Fax/SMS/Text to Voice** services.

**PDF Automation Module** – Auto generation of PDF files from the TMC system.



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