

## Company info

**Sector:**

3rd Party Logistics & General Haulage company

**Location:**

UK

**Microlise Modules:**

- Map client
- Transport Management Centre
- Tachograph integration
- Driver Communications

**Chris Wallace, Microlise's Sales Director commented;**

*"Our partnership with Wincanton continues to grow, the benefits our technology is delivering in this particular project allows Wincanton to more easily manage their delivery & customer service processes as well as readily measure their contract service performance. Most crucially, we are helping Wincanton ensure that Marks and Spencer's customer experience is of the highest level throughout the delivery process – including on the door step".*

**Wincanton use Microlise Transport Management Solution on Marks & Spencer Home Delivery Contracts**

Having successfully secured the contract for Marks and Spencer Home Delivery earlier this year, Wincanton used Microlise's Fleet & Distribution portfolio to help them manage their delivery operations in order for them to more readily meet Marks & Spencer's service level targets.

Microlise have supplied modular Telematics, Transport Management & Proof of Delivery solutions to numerous Wincanton contracts in recent years.

In the case of Marks & Spencer Home Delivery, Wincanton have rolled out Motorola Handheld devices running Microlise's Proof of Delivery software to their 2-man Home Delivery operation.

Using the solution, Wincanton drivers are able to download, review & carry out their delivery schedule, supported by integrated Co-pilot 8 Satellite Navigation. At a customer's address, the driver can scan the delivered or collected items and ask the customer to sign for the delivery on the mobile data terminal. Any delivery issues are captured as they occur and communicated to the back office system in real-time using standard "reason codes" – along with, if required, a digital image of the problem captured using the devices built in camera.



Additionally, any tasks, such as vehicle inspections, can be managed using the application.

All of the captured data, transmitted back via the GPRS data network, is processed by Microlise's back office software, before being interfaced out to various management information and customer service systems.

The Microlise Proof of Delivery system is a link in the chain of what is an entirely integrated Wincanton-M&S Home Delivery operation, with all transactions linked seamlessly from the initial order to the end customer.

The benefits Electronic Proof of Delivery provides include, increased real-time visibility, improved delivery accuracy, reduced paperwork management and reduced administration overhead with all of the electronic delivery information being seamlessly processed and readily accessible – both to support customer queries, should they arise, and to support Wincanton in their contract management activities.