IMARDA

Imarda i360

Improving Delivery Cycle Times

Fleet operators are constantly looking for ways to reduce costs, increase efficiencies and ensure adherence to compliance requirements.

Imarda's i360 Mobile Resource Management solution is a flexible, scalable and configurable business technology designed to assist fleet operators in achieving these goals.

Many fleet operators have little visibility of what their drivers are doing once they start their daily delivery cycles. Even with a GPS system installed in a vehicle, organisations have little time or resource to devote to monitoring where the vehicle is and how long their driver is taking to make each delivery. What is required is a flexible means of automatically monitoring activities and notifying operators/dispatchers when the expected activity has not been completed.

The statement "That which is measured improves" is never truer than in the case of delivery vehicles. So the first requirement is to automatically measure the time spent at each delivery site by creating a geo-fence, or virtual boundary, around each site. Every time a vehicle enters the geo-fence, its entry and exit time, and duration of visit is captured automatically. This information is very useful in establishing a baseline for improvement, but can only be used retrospectively, by running reports.

i360's advanced geo-fencing allows users to configure a time period per geo-fence. When the time measured within a geo-fence exceeds the defined timeout, an alert is automatically created. In the simplest implementation, these alerts can be automatically emailed to management for immediate action - or flagged for later review.

Geo-fence reports enable companies to set average delivery times, then work with their drivers to establish time targets for each site. Once those are set up, companies can reduce the timeout settings to the targets by monitoring the number of timeout alerts and feeding that information back to drivers.

It is important that drivers are involved in the decision-making process, in order to achieve their buy-in and improved results.

Taking it a step further

The optimisation and measurement of cycle times can be further extended through a combination of i360's unique Action Engine and user-defined data fields.

- User-defined data fields allow company-specific information to be associated with a fleet, user, vehicle or geo-fence. These data fields are then available to the user and can also be used within the Action Engine feature to further tailor the system to company-specific requirements

- The Action Engine uses configurable business rules to automate operational processes, generate business metrics, manipulate data fields and execute a range of actions including automatically sending messages to drivers, generating alerts, posting data to other business systems, and triggering other business rules to be executed.

Using these tools it is possible to extend the basic functionality to implement a wide range of scenarios including:

- If the delivery takes longer than planned, i360 can automatically send the driver a message asking why. The driver selects from a predefined response list and, depending on the response, the action to be taken could

be notifying the manager of the reason or simply flagging the late departure.

- Create a real-time scorecard/measurement system with user-defined data fields that records the number of late departures/timeouts, average time of delivery and other relevant information. This could even be sent to the driver (and/or manager) when he enters the depot geo-fence or logs out at the end of the delivery cycle each day.

- In case of late departure i360 can notify the next customer of late arrival details.

i360 features that can assist with improving cycle times:

- Live tracking and replay to ensure correct/optimal routes are taken

- Geo-fence around delivery / pickup sites and no-go areas

- Use timeout alerts proactively reduce delivery and pickup times

- Combine geo-fence alerts with business rules to detect exceptions and automate exception handling

- Implement company/customer-specific business processes within i360 using business rules and user-definable data

- Use cycle time reports to monitor min/max/average cycle times

- Monitor and alert dispatcher or fleet operator of stops longer than a certain time outside of geo-fences

About Imarda

Imarda is a fleet intelligence company providing innovative, end-to-end, location-based services and telematics solutions that enable customers to manage fleet operations, communicate with drivers, and monitor vehicle locations and status.

Imarda's platforms and services help companies reduce operating costs and increase revenue through improved productivity, enhanced security and proactive fuel management.

Imarda has over 250 customers worldwide, with fleet deployments ranging from as small as five vehicles to as large as 15,000 trucks and 50,000 trailers.

Solutions are supported by a global organisation with offices in Australia, New Zealand, North America and Singapore.

For more information about Imarda and our solutions please visit www.imardainc.com.

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