



## EXEL UK LTD.

### Track and Trace Solution Enables Better Customer Service

Exel UK Ltd. is a world leader in supply chain management, providing customer-focused solutions to a wide range of industries including retail, consumer, technology, automotive, healthcare, chemical and industrial. Exel employs over 111,000 people in 2,000 locations in over 135 countries worldwide.

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 – David Williams, Systems & Process Manager at Exel UK

## The Challenge

Pressure from customers to provide order status updates in real time resulted in Exel searching for a track and trace solution to replace the paper-based system it had been using for route scheduling and proof-of-delivery. It needed an electronic solution that would provide drivers instant access to order information and job schedules as well as capture signatures on electronic forms for proof-of-delivery. The right solution would have to be rugged, user-friendly, and with wireless transfer capabilities to facilitate communications between vehicles and Exel’s central systems.

## The Solution

Exel selected 3Peaks Solutions Ltd. to design and develop track and trace software that would connect drivers to the central order management system and also include electronic forms. It then selected Psion Teklogix’ partner, Xplore Technologies, to provide rugged tablet PCs, with integrated GPRS and snap-on GPS module, to run the track and trace software.

During the course of a delivery, drivers can now easily view dispatch notes, up-

date delivery details upon arrival at a customer site, and send information back to central systems via GPRS. Furthermore, the precise delivery data is available on the tablet for customers and drivers to check the proper order has been delivered. Customers then sign off on the delivery and the completed order is updated in real-time to the company’s on-line system, where customers or Exel’s corporate office can track the status of an order. Furthermore, paper proof-of-delivery can be provided to those customers who prefer paper documents.

Another crucial element in the solution is the collection of positioning data. *“We use GPS satellite navigation to collect coordinates on the driver’s location, so that we have accurate confirmation of his delivery coordinates. An important factor of this whole project was the ability to measure the accuracy of deliveries. When the driver arrives at the customer site, he uses the icon on the Xplore tablet to record the arrival in the system. The GPS and location data confirms the driver is actually on site at the customer location. Secondly, through the GPS, the track and trace system allocates the time when delivery schedules are made”*, David Williams, Systems & Process Manager at Exel UK Ltd. explains.

## The Benefits

The new system allows Exel to provide better service to its customers as they now have access to up-to-date information on the status of their orders, allowing them to adjust their operations accordingly. Exel’s corporate office receives information on completed deliveries in real-time and can invoice customers instantly based on their confirmed receipt. Ensuring accurate deliveries is much simpler under the new system, since Exel can monitor deliveries using satellite coordinates and GPS.

Finally, the design elements of the tablet PC make for a great fit with the drivers and customers’ needs. *“A very important factor that influenced our decision for the Xplore tablet, is the size of the screen. It enables both the drivers and customers to view more information, when they are on-line reading the dispatch note. We also like the element of the dual mode screen, as the drivers often prefer to use the touch screen”*, states David Williams. *“The proof-of-delivery document printed off at the warehouse is an A4 sheet size. The screen size of the Xplore tablet is approximately the size of the A4 sheet. We can enter all the information from the paper proof-of-delivery onto the screen*

*of the tablet. As far as a customer is concerned, the driver, rather than arriving with a sheet of A4 paper, has all the same data on the tablet. The customer*

*does not really see a huge amount of change at their end. It's just an A4 size paper on electronic equipment they can read or sign. So the cultural adjustment*

*for the customer is fairly minor, but they get all the benefits."*



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