



## 70 years' trucking experience unites with technology

70 years in the trucking business is a long haul by any standards. From small beginnings in West Auckland, Swanson Transport Ltd is using technology in innovative ways to drive improvements in maintenance and health and safety, and steer the business forward in the 21st century.

Swanson Transport Ltd is a specialist hiab and general freight provider and operates across the greater Auckland area carting a range of manufacturing and construction-related products. With a staff of 80 people, the Swanson Transport fleet includes a range of hiab, curtainsider, tipper and flatdeck trucks.

Swanson Transport initially installed the Teletrac Navman GPS fleet tracking system in 2010 to improve productivity and to achieve better communication with drivers. Then, as part of expansion plans, in 2011 Swanson Transport purchased Lupton Carriers, a niche warehousing unit with general freight trucks, and the fleet now totals 65 trucks.

### Efficiently keeping up with maintenance

With a large and diverse fleet, Swanson Transport needs to run a tight maintenance schedule both for preventative maintenance and to keep all the vehicles up to date with registrations.

Swanson Transport uses the Teletrac Navman DIRECTOR fleet tracking software to create form messages for the MNav in-cab messaging terminals. One of the form messages is a pre-trip check list.

"Previously we did these on paper, and they were time consuming," says Nick Longuet-Higgins, General Manager. "But now the drivers can take

the MNav as they walk around the trucks and can fill in the checklist after completing the safety checks."

Nick says they created a defect form to keep track of minor issues.

"It could be something like a broken catch on a window, or a worn door seal. It's the kind of stuff the drivers might forget to mention at the end of the day, but if they can fill out the form straight away on the MNav they won't forget," says Nick.

The defect forms are then emailed twice a week to the workshop manager so the trucks can be assessed and repaired as required.

Regular maintenance needs like 10,000 km services are all tracked by DIRECTOR, and the system sends alerts when the next service is coming up. Some of the vehicles need more specialist services, such as trucks with automatic transmissions, or the cranes on the hiab trucks. Once a service is completed, the workshop manager enters the completed maintenance work into DIRECTOR, then resets the triggers for the next service.

"The maintenance schedules all used to be in our workshop manager's head! Now with all the maintenance needs tracked and recorded using Teletrac Navman, everyone has complete visibility into the maintenance schedule. We have a number of specialist requirements, such as

### SWANSON TRANSPORT ENJOYS THESE BENEFITS WITH TELETRAC NAVMAN:

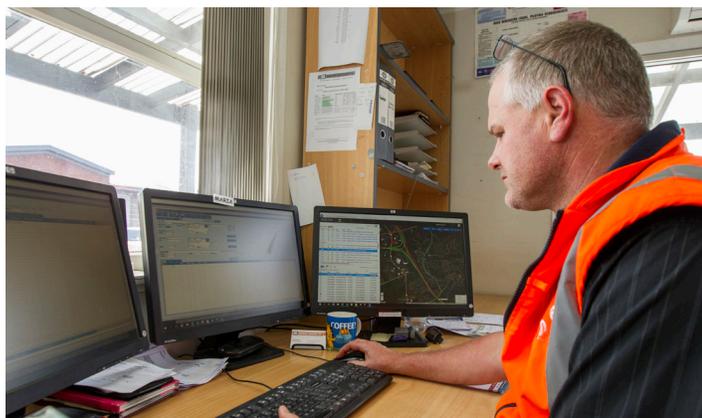
- More efficient preventative maintenance scheduling and recording
- Supports health and safety practices and certification
- Keeping customers better informed
- Thousands of dollars in savings from RUC claims

servicing the hiab trucks, being able to customise each truck's service intervals has been very useful."

"Teletrac Navman has saved us a lot of time. All the information is right there, we don't have to go and find it," says Nick. "For example, we used to do a one hour walk around on Saturdays to get the hubo readings for all the trucks. Now, this data is automatically available."

### **A safety focused company culture**

Health and safety has long been part of the company culture at Swanson Transport, and Nick says that a significant milestone was achieved earlier this year when Swanson Transport was awarded Gold Fleet Saver status from ACC. Being certified through the Fleet Saver programme is a way for businesses to lower their ACC motor vehicle levies through demonstrating strong safety management practices.



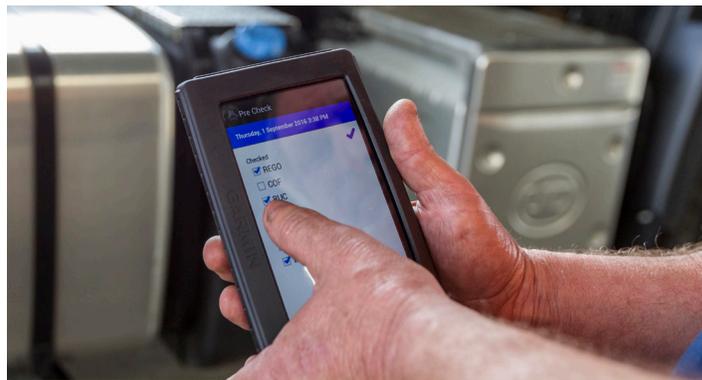
**"Teletrac Navman has saved us a lot of time around maintenance. All the information is right there, we don't have to go and find it."**

"The Gold Fleet Saver certification is great news for us. We use the Teletrac Navman system to provide proof to ACC of our safety management practices. Without it, we wouldn't be able to do it," says Nick.

Swanson Transport uses the MNavs to streamline health and safety processes when complex lifts are performed. A written lift plan is required before using a Hiab truck to perform a complex lift and this must include the hazards and what everyone's responsibilities are to eliminate, isolate or minimise each hazard.

"We created a form in the MNav so staff do the lift plan on-site, and then it is automatically recorded in the system. It's quicker for us, keeps the guys safer, and helps us meet our health and safety requirements."

Nick says that Swanson Transport has found the High Definition replay function useful in improving safety.



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"We might look at the 'Replay a Day' function if a truck had been in an incident. You can see if a truck has swerved, it's that detailed. It's also a good back up for drivers. If another motorist has caused an accident it shows exactly the path of our vehicle which can be very useful in situations where it is disputed as to who is at fault," says Nick. "

Swanson Transport also monitors speeding and will talk to drivers individually if the system shows they've had a number of overspeed events. That provides an effective way of monitoring and changing driving behaviour.

### **Company gains**

Beyond maintenance, and health and safety, the Teletrac Navman system has provided a number of other business benefits to Swanson Transport.

Using DIRECTOR, Swanson Transport can now send reports to key customers to keep them informed, for example, of how long loading takes at their sites. They can keep a log of driver hours and even send emails to dispatchers regarding their vehicles/assets and their status (location, in transit, and so forth).

Swanson Transport is now getting a significant refund in road user charges every month. Previously, no RUC claims were made because it wasn't worth calculating manually, but now every time the trucks travel off road it's logged automatically, and there is no refuting the data.

With their eyes firmly focussed on the future, and a clear understanding of how technology can help, another 70 years looks bright for Swanson Transport.