



Streamlined Operations Make it Simple for Transport Specialists

Every day out on Auckland's roads, you may spot one of more than 68 different specialist heavy vehicles emblazoned with Swanson Transport. The West Auckland based specialist transport operator carts loads of all shapes and sizes for construction and manufacturing businesses across the region.

Assisted by leading transport management technology, Swanson Transport safely and efficiently operates flatdecks, tippers, curtainsiders, and hiabs with reaches of up to 32 metres.

The Teletrac Navman GPS fleet tracking system, installed into the fleet in 2010, is an integral part of the large-scale operation. Even with a diverse heavy vehicle fleet and over 70 drivers, Jeff Smith, Managing Director has in-depth insights into the use and whereabouts of company assets.

Streamlining road user charges

A key to the company's success has been embracing technology to streamline everyday processes, freeing up staff hours. Swanson Transport were one of the first to snap up Teletrac Navman's electronic Road User Charges (RUC) system, RUC Manager. "We didn't realise how much easier it was going to be. RUC Manager has streamlined everything," says Smith.

The system has been set up to automatically purchase different RUC licence amounts for each vehicle – depending on the distances a vehicle regularly covers. "For trucks used for longer distances, we purchase in 8,000 to 10,000 kilometre lots, and vice versa for those that do smaller distances. It helps with cashflow."

Switching to electronic hubometer technology has saved Swanson Transport the hassle of dealing with manual hubometers – which needed to be replaced regularly due to damage or faults. Problems with these manual hubometers led to headaches when it came time to submit rebate forms for off-road RUC's.

"We didn't realise how much easier it was going to be. RUC Manager has streamlined everything."

"Now the rebate process is very simple," says Smith. "To process the RUC rebate forms for the whole fleet it takes around 15 minutes, whereas it used to take over four hours. And the accuracy is excellent."

An unexpected advantage for Swanson Transport has been the speed of refunds on off-road distances for the RUC licences. "The claims processed through RUC Manager generally get refunded to us within a week. Under the old system it took around a month," says Smith.

In-depth insights

The high definition data collected by Teletrac Navman's system provides Swanson Transport with useful insights. Teletrac Navman smoothly integrates with the company's transport management system, and a web-based portal for customers to check on delivery status. "The level of detail is really impressive, and it works really well with other technology we have in place," says Smith.



"Teletrac Navman has always been happy to help us get as much value out of the system as we can."

Swanson Transport often completes complicated lifts to deliver a variety of resources to busy construction sites. Using the in cab MNav device, hiab operators fill out an electronic form to ensure they identified hazards before completing the lift. Using the DIRECTOR software, which collates data from vehicle engines, office staff can check that the safety forms are completed before the vehicle's power takeoff system is engaged to complete the lift. "It gives us the facts and the actual times, which means we can monitor that our operators are following our required procedures," says Smith.

He's also found that the high definition data has helped to review any incidents or complaints. "With Teletrac Navman we can see what actually happened and who was at fault. We can address any issues, so this type of incident doesn't happen again."

In one instance, Swanson Transport was able to show that their vehicle was not responsible for damage at a construction site where they had made a delivery. "Using Teletrac Navman's software, we proved that our truck didn't enter that part of the site, so weren't responsible for the damage the site had suffered that day."

The full package

The Teletrac Navman GPS system is integrated across the Swanson Transport business, collecting detailed information to use for invoices, timesheets, health and safety requirements, servicing and registration.

"Teletrac Navman has always been happy to help us get as much value out of the system as we can," says Smith, who appreciates that the sales manager is living locally. "We have a great working relationship. My team can pick up the phone and talk to someone that we know. It gives you a lot more confidence in the product."

As early adopters of Teletrac Navman technology, Swanson Transport has taken the guesswork out of their business, so operations continue to run smoothly.

Benefits

- Streamlines the RUC licensing and rebate process to save time and improve cashflow.
- Improves safety onsite through detailed electronic forms and engine data.
- Gives in-depth insight into vehicle use and whereabouts.
- Integrates smoothly with other digital technology systems.