SGS Logistics

Offering Customers Driver Management Technology with Detrack

With hundreds of logistics companies based in Australia alone, organizations have to ensure they have what it takes to stand out and survive in this cut-throat industry.

The importance of customer service is one key aspect that stood out in the dedicated delivery business, and surprisingly, how little time was actually spent focusing on this particular issue. Fortunately, the cries of help from disgruntled customers did not fall on deaf ears. A company determined and fully focused on this simple - yet critical - aspect was required and ultimately formed.

Providing Customers What They Actually Want (and Need)

SGS Logistics provides a permanent vehicle and driver-hire distribution solutions for Australia's state capital cities. Without the distractions of other logistics services such as ad hoc couriers and taxi trucks, warehousing, parcel deliveries and line-haul, SGS can focus on the core task of providing outstanding, dedicated drivers who you are proud to consider as extensions to your own business.

Through the provision of permanent vehicle solutions, SGS can deliver -

- Improved Driver Quality
- Cost Reduction
- Tailored KPI Reporting
- GPS Tracking
- Chain of Responsibility
- Safe Working Systems

The Mission

With a primary objective of providing outstanding customer service experience for their customers, SGS is thoroughly committed to putting their extensive skills and experience to achieve this goal. The company understood the requirements and demands of customers - and recognized the importance of delivering a premium system that would cater to all their needs.

SGS aimed to offer customers GPS tracking and sign on glass technology for real-time delivery updates while using a system that was simple for their staff and drivers to learn.

Furthermore, SGS wanted a sustainable - and cost effective - application that could implement a driver management system for their customers as well.

With an affordable system, SGS will be able to increase customer service quality while not having to transfer the hefty cost of system implementation to their customers.

Luke Sadler, SGS's Director, explains, *"We did not want to invest significant sums of money on expensive hardware systems to offer our customers driver management technology."*

Discovering Detrack

In a search for a solution that was user-friendly, flexible, and most importantly cost effective, SGS came across Detrack – which met all the criteria!

It only took SGS two weeks to download the Detrack app, test and train the drivers, and ultimately become familiar with it.

After implementing Detrack Systems, SGS has become more efficient, and can reduce their customers' costs by –

- Providing an automated real-time proof of delivery (POD) system
- Allowing both drivers and customers to provide immediate real-time feedback
- Generating KPIs from the downloadable delivery data
- Allocating jobs more efficiently as drivers' exact location is known all the time

"It was close to an issue-free implementation as you could hope for," says Sadler.

Happily Ever After

With the use of Detrack Systems, SGS is reaping the benefits of their hard work at an accelerated speed. Deliverables are achieved, the company is steadily growing, and - most importantly - customers are more than happy and satisfied.

For customers transporting products, an hourly rate is charged for vehicles and drivers supplied by SGS. However, with the particular capability to compile weekly KPIs, the total amount charged can now be measured by cost per carton. Therefore, customers are able to compare the company's performance on a weekly basis.

With these benefits, SGS have reduced the carton rate of one customer by 48%, ultimately leading to an increase in delivery efficiency. With such favorable results, the company is right to feel excited moving forward.

What They Say?

"At SGS Logistics, we have been absolutely blown away by how user-friendly, intuitive, cost-effective, and easily implemented Detrack is. We believe Detrack is peerless in the industry when you combine each of these factors."

"We could not be more pleased with our decision, and we selfishly hope our competitors steer clear of this fabulous software application so it can be a genuine point of difference for us for as long as possible!"