

CASE STUDY



Sat³ Vehicle Tracking

DHL GLOBAL MAIL

The Customer

DHL Global Mail operates a European distribution and delivery network which had previously been licensed in the UK for Business to Business mail pick-ups and deliveries only. In January 2006 DHL also entered the Business to Consumer mail market, increasing their operation substantially, and with it their need for an effective and reliable fleet management tool. DHL Global Mail has a nationwide network of depots operating large fleets, and their expansion is ongoing. Their vehicles are in constant use and on average clock up 21 hours driving time per day, 6 days a week.

“our vehicles are always on the move”



THE CHALLENGE

DHL Global Mail were looking for a tracking system that was capable of supporting their extensive fleet of vehicles, and able to deliver the up to the minute information they needed to improve the running of their whole operation.

Stuart Mylchreest, Head of UK Operations, commented “We needed a tracking system that could work across our entire nationwide fleet with complete reliability, and give us the precise information we wanted, when we wanted it. We needed a system that could handle a constant flow of traffic since our vehicles are always on the move, and it was important that it was able to allow us to seamlessly add new vehicles to the fleet, as and when we needed to.” Stuart added “cost was an issue, but so too were operational excellence of the equipment and a comforting after sales service”.

Head of UK Operations, Stuart Mylchreest commented, “The Sat³ Vehicle Tracking System has exceeded all our expectations. We are able to monitor all aspects of our operation including delivery times and vehicle usage, and of course employee performance. The tool allows us to control the external part of our delivery network with the same degree of confidence that we would an internal operation.”

“The installations are painless and efficient, and the after sales support ensures that you know you have made the right choice every time. The equipment itself is easy to use and offers a number of strict controls over a mobile fleet of vehicles and workers. It’s hard to put a price on peace of mind, but when you analyse the terms and conditions against their competitors, you notice that Wire³ are also very competitive on price.”

THE SOLUTION

We have been able to provide the solution that met both the system performance and cost needs of DHL, in the form of the Sat³ Vehicle Tracking System. Using GPS satellite coverage and the latest GPRS Networks, the Sat³ system tracks the entire DHL Global Mail fleet in real-time and relays this information to the support teams at each depot. With the system automatically updating vehicle positions every 2 minutes as standard, resource management is made much easier as current information is always available.

“Wire³ are a strategic partner in our business”

“We looked at various vehicle tracking systems and it was very clear who offered the best system, the best package, and the best value for money. Wire³ are a strategic partner in our business and very much in our thinking each time we open a new facility. We have enjoyed a very successful relationship for a number of years and this will certainly continue, and no doubt be exported to other DHL worldwide locations.” Stuart concluded.

“The Sat³ System has exceeded all our expectations”

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