

smartmoves

@ davey with the new Moveitnet Express



Davey Water Products wanted an immediate competitive edge in freight costs and service levels through its national dealer network.

Distribution Manager Peter Puts is smiling because he achieved this challenging goal in a few days using the internet.

Davey started using Moveitnet Express, a new, rapid deployment version, of the well established multi-carrier management system.



Peter Puts
Distribution Manager

Optimising delivery Service levels and containing Freight Costs

Peter Puts, Distribution Manager of Davey Water Products, was faced with a daunting challenge. "We wanted to improve delivery services and lower overall freight costs throughout our growing national network," he said.

"We wanted to avoid being locked into carrier systems," he added. "They are all different and they are good for the carriers but they did nothing for us except add process complexity and bottlenecks at the multiple dedicated PC workstations.

"We realised that we needed to start measuring delivery performance and share information throughout all departments of our national business," he said. "We also wanted to close the information loop with customers and external freight companies," he said.

"So we decided to look for a single affordable independent multi carrier internet based system that was easy to use and which could be tailored for our needs. And we wanted it fast," said Mr Puts.

Getting control of freight and deliveries fast with no risk

Davey looked at Moveitnet, the fully hosted web based system and they liked what they saw. But Moveitnet is usually interfaced with the sender's ERP for rapid and accurate two way data transfer. And that often calls for customisation at both ends.

Concerned about the cost and delays common to such system implementations, Mr Puts decided to use Moveitnet Express, which has the big advantage that it is instantly available over the Internet. This gave

"Training staff in the basic features took only 10 minutes and we saw the benefits from Day One."

– Peter Puts

"The time taken hunting for answers impacts both the level and cost of customer service," said Customer Service Manager Mr Rob McCall.



"A new staff member can learn to use the moveitnet quickly. Now it is much easier to track and trace deliveries and as such avoid the need to contact the DC."

-Rob McCall



Davey immediate results and avoided the risks and substantial costs of all other alternatives.

"Our I.T. group simply had to ensure that we had printers, browsers and web access," said Mr Puts. "Our team then simply logged on and started using Moveitnet Express to automate their despatch processes."

Easy to install and use and Davey saved money from Day One

The whole team at Davey was delighted with the simplicity of using Moveitnet. "It was like "Windows for Dummies". Training staff in the basic features took only 10 minutes and we saw the benefits from Day One."

"Our team used the automatic consolidation feature for all orders going to the same address. This alone reduced our freight bills by more than the monthly cost of the system," said Mr Puts. "But we also saved money and improved customer service throughout the business by having a single improved carrier independent process".

Enhanced Customer Service and Instant Proof of Delivery

The customer service centre at Scoresby receives hundreds of calls per day from dealers placing orders, enquiring about stock, orders and deliveries. Now

Moveitnet Express gives Customer Service staff the ability to track despatches and deliveries by all carriers.

Davey also use Moveitnet Express to handle queries regarding disputed deliveries and non payment. Moveitnet provides all delivery data including date & time of delivery and direct access to the carrier's electronic POD or scanned paperwork.

"It's easy to resolve a POD-related query – on the spot. Less time on the phone chasing information from the DC or the carrier leads to increased productivity," said Mr McCall.

Immediate Productivity and Customer Service Gains

After only a few weeks of using Moveitnet Express, Distribution Team Leader Grant Leake said: "Changing back to the old system would be a major step backwards". He added: "I've seen both systems in action. Before Moveitnet the team was spending hours every day, waiting for certain terminals or hand writing consignment notes and then having to respond to customer service enquiries.

Since we turned off the carrier systems we have saved hours per day in the DC alone. What's more, customer service staff and even customers can answer enquiries themselves. The whole process of managing delivery information is much faster with less chance of errors".

Carrier Cost and Performance Management

After a few weeks Davey decided to build on the initial success of Moveitnet Express. "Once Moveitnet Express had proved itself in upgrading despatch and customer service process performance we decided to go one further. We loaded in our contracted carrier rates and from then on every consignment was automatically costed as it was generated," he said.

We decided what level of access we needed in each part of the business so that the whole team have been able to look at any customer enquiries, cost or delivery performance data whenever, wherever and however we want to," he said.

"In the past, doing meaningful freight analysis was like pulling teeth. Feedback from carriers could take weeks and direct comparisons are more difficult than comparing mobile phone plans. But now Moveitnet analysis and reporting tools give us instant information in our own format that allows us to work at optimising overall cost and delivery performance," he said.

Checking Invoices and Allocating Costs

Importantly Davey also used Moveitnet Express to get comprehensive consignment cost information to allow them to fully reconcile all carrier invoices.

"Carriers usually give little better information than a list of consignment



Grant Leake, Davey Water Products Distribution Team Leader, with another consignment of company products ready for delivery to a Davey Dealer.

note numbers and charges. Now we've got details of freight costs before despatch, which we can rapidly reconcile with carrier invoices. Previously invoice reconciliation took 8 to 10 hours per week. Now Moveitnet automatically breaks freight costs down across each of our businesses in each State, by carrier and customer," said Mr Puts.

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-Peter Puts





"Peter Puts is now able to use Moveitnet Express to analyse and compare both cost and delivery performance for all carriers. Davey can now buy the best level of freight service at the best price."



Online Support and Continuous Improvement

"Moveitnet is hosted on powerful computers located in a secure disaster proof environment with 24 / 7 back up and reliability. There are no firewall issues. Data is automatically backed up and regularly taken off site for added security."

"What's more, Moveitnet Express is being continuously enhanced so that we will never get stuck with an old version," said Peter Puts. "When new features become available we trial them using the test website and activate them only if they work better for us. It's all so easy that we don't need help from our IT Department".

"The day-to-day service from the Moveit Help Desk has been very responsive. We always get answers and we work closely with Moveit to keep finding better ways to do business," added Peter.

"Growth through acquisitions meant we are constantly challenged with integrating businesses and driving down costs. Each acquisition increased our volumes and adds another group of customers to be serviced. But now we know what cost and service to expect from each carrier we can make best use of our national buying power," said Mr Puts. "Before Moveitnet we would have relied on a lot of guesswork."



To find out more about how easy it is for you to connect to Moveitnet Express, visit: www.moveitnet.com or call us on 1300 884 294.