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Administration in the transport industry is like a jigsaw puzzle. Here are some of your pieces: driver schedules, freight movement, fatigue management, vehicle maintenance, compliance with safety standards, government regulations, payroll...and more. Are you familiar with the headache of fitting them all together?

CMS Transport Systems talk about 'the power of integration', which means

making all the pieces in the puzzle, all the administration, operations and fleet management processes, connect perfectly. Given the long distances covered by drivers, the industry's current reliance on paper-based systems and the complexity of transport logistics, it sounds like a dream for even the most highly organised team.

According to CMS, the average transport company loses three per cent in revenue every year through deficiencies in record keeping. But CMS does not report a problem without providing a solution, so if you want to stop revenue leakage, duplication, lost paperwork and delays, then read on...

Logistic Management Solution

For 25 years CMS have been developing and refining an integrated software package designed specifically for the

transport industry. It's called Freight2020 Logistics Management Solution, and includes four main modules designed to maximize control and efficiency of transport operations:

- Financial management
- Operational management
- Fleet management
- Warehouse management

Freight2020 manages payroll, health and safety, schedules for vehicle servicing and repairs, defect maintenance, inventory purchase, fuel usage, fleet costing, fleet profitability and complex operational activities. All aspects of the transport business can be stored and managed in one integrated system.

Companies who have replaced their old paper-based, manual or other systems with Freight2020 have enjoyed greater efficiencies and the ability to increase profits and leapfrog their competition. In 1999 Mannway Logistics, a contract distribution and transport company, went looking for a new logistics management solution. It chose Freight2020, for the depth of the product and the quality of people behind it. "As a logistics company, we wanted something that had been purpose-built for our industry," Mannway



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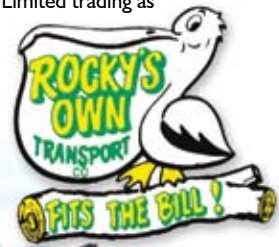

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IT manager Shane Walker says. "Before Freight2020, we conducted all scheduling manually with lots of changes. Now we simply allocate a load to a driver and track his fulfilments as the day progresses. If it appears that he's not going to complete the task, we can make a real-time decision to reallocate it to ensure that all deliveries are made on time," Shane says.

Freight2020 has underpinned Mannway's growth of 500 per cent over the past six years (from A\$30 million in 2000 to over A\$150 million today), and the software package has been given accolades as 'the backbone of the Mannway business'.

Impact of all factors

Another company to have benefited from Freight2020 is International Energy Services (IES). IES transports oil, gas and bitumen for the petroleum, LPG and aviation industries. IES group process development manager Brett Wilson says, "Freight2020 not only had the capacity to address our current needs, but we could see the potential for it to grow and change with us."

The distribution of petrol and gas involves complex rules measuring weight of the fuel, the location of each outlet, time and running costs of the vehicle, the service

station delivery cost rating. "If a tanker cannot deliver a full load to a particular service station and has to travel on to another station, this will affect the rate charged to both stations," Brett says. Freight2020 calculates the impact of all factors to produce the invoice cost. The software has checks and measures so that if the final figure doesn't show sufficient profit, this will set off an alarm within the system. "We have a very complex billing system, but CMS has been able to tailor Freight2020 to our specific requirements," Brett says.

Full support

"The software is absolutely user friendly," CMS general manager Grant Walmsley says. For those in doubt, be assured that CMS are there to help all staff adapt to the latest in Information Technology. "When you purchase software from us, it's the beginning of an ongoing relationship." Along with software education and training and custom designed software packages, CMS advises on business processes and reengineering. The business consultants have many years experience working in transport and, combined with their knowledge of software packages, CMS can solve any business or technical


problem. "Freight2020 is very user friendly and intuitive so customers can be up and running in a very short space of time, however we can also provide a lot of hands-on support along the way to ensure customers maximise the benefits from the solution. Customers are with us for the long haul," Grant says.

"Most of our clients are medium to large transport operators," Grant says, adding that Freight2020 can accommodate from five to 10,000 users, over multiple locations and hardware platforms.

If you can't measure it, you can't manage it

Many businesses talk about meeting Key Performance Indicators, but how easily can they prove it? Imagine, at the click of a mouse, having the data to support everything that your company claims. Freight2020 not only stores the information, but it also helps you put data to good use. With Freight 2020 you can easily produce statistical reports, access summaries instantaneously, and maintain visibility and accountability. In meeting transport industry standards, it never hurts to have excellent, up-to-date records. Freight 2020 also handles and sends automatic reminder messages of actions due and user definable business alerts. ●

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Stuart Brown
Managing Director

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