



# smartOutput

## 1st Fleet Case Study

### The Business

Established in 1998, privately owned 1st Fleet rapidly grew to become a reputable service provider within the NSW supply chain market. Now a nationwide operator through strategic acquisitions and systematic business growth they have approximately 13 sites throughout Australia and approximately 3000 employees. The business utilises the latest mapping system to manage truck and freight movement and is widely recognised as the most reliable, efficient and cost effective transport and logistics service provider in Australia.

### The Challenge

The transport industry generates significant amounts of paper in the process of delivering goods and services to customers. Issuing, collecting, storing and retrieving of thousands of signed Proof of Delivery (POD's) documents required a workforce of administrations. Due to the environment the documents were regularly lost and not being able to locate them impacts cash flow and collections.

Addressing claims for short delivery, non-delivery and other issues are made on a daily basis, creating a huge administrative burden on the business as staff look through filing cabinets and rows of paper files.

*document management system*



***“The streamlining of the searches and responses to our customer base made the collection of cash simpler and quicker. This had a significant impact on our bottom line whilst also providing a quick return of investment.”***

Group IT Manager

The receipt of these documents initiated the raising of invoices for services rendered, which meant that when documents were not returned a manual search for them had to be undertaken.

## The Solution

Redmap was the natural choice for document management as it is easily intergrates with back-end systems, such as the Sapphire customer management system in use by 1st Fleet. Sapphire is used by 1st Fleet to manage clients in the Express and Logistic service divisions. This integration meant minimal change management for the employees.

As part of the initial implementation 4 million Proof of Delivery (POD'S) documents from the paper-based filing system were collated, scanned and imported into the Redmap smartOutput solution. This had an immediate positive impact as all the archived documents were now available to all staff via a quick search to address customer queries.

As the POD's are generated one copy is sent to the warehouse for the assembly of the deliveries and one is automatically sent to **smartOutput** for internal records.

As the POD's are returned to 1st Fleet regional offices they are scanned and **smartOutput** captures certain key pieces of information on the document (e.g. POD number) and use these to file the documents. Redmap integration utilises the POD number to query the customer management database and attach other key details, such as the customer name and delivery date for filing. These signed POD's are compared to the original POD's to create an exception report to identify which POD's are missing thus avoiding manually cross-referencing each delivery.

The documents can be instantly located via any of these tags, or via any word in the document. This means no more going to the filing cabinets, or searching through manila folders to retrieve documents.

In addition to improve customer service, Redmap's web module was implemented, enabling customers to access information related to their account via the Web interface to view, print or download POD information.

*document management*

## Results

Using Redmap, 1st Fleet realized immediate and significant benefits in two of the most critical areas of their business – cash collections and cost of labour.

Cash collections decreased from >60 days to an average of 45 days enabling the implementation to be paid off under a twelve month period.

Easy integration with existing business critical systems has enabled improved reporting, quicker identification of market trends facilitating improved business operations planning.

This integration has significantly improved operations and efficiencies in administration, records management and services to clients. This has allowed staff more time to allocate to business development and account management of customers.

There are also the softer environmental benefits. Your local environment (your office), no longer needs to be cluttered with filing cabinets and archiving boxes. The global environment will benefit from lower carbon emissions and water usage.

In conclusion the improvements experienced by our client have enabled them to increase customer satisfaction for their customers and maintain an important edge over their competitors. Other benefits include enabling a paper-less office and business efficiencies increasing the bottom line.



**Document Automation Experts**

+61 1300 378 836 (Australia) | +44 207 101 9334 (UK)  
+1 (877) 904 0530 (USA) | +63 2 817 4901 (Philippines)  
[info@redmap.com](mailto:info@redmap.com) | [www.redmap.com](http://www.redmap.com)