



Case study

Compliance - helping our customers stay one step ahead

A case study with Howard Tenens





Case study

Howard Tenens is a leading logistics specialist and runs a global operation from its UK base. The company has 3PL contracts in most sectors, including retail, automotive, food and beverages. With a 400-strong national fleet, Howard Tenens runs a diverse and complex logistics operation.

The Challenge

Howard Tenens decided they wanted to future-proof their business and invest in the latest compliance tools and technology to ensure the business stayed one step ahead on all compliance issues.

Ensuring tighter control over agency driver hours was of particular interest.

The Solution

CMS SupaTrak worked closely with Howard Tenens to understand fully the nature and extent of their logistics operation. A programme of driver and vehicle management upgrades, focused on delivering efficiency improvements, was implemented.

The improvement programme included introducing Tacho Live, a CMS system that combines remote vehicle downloading and telematics for instant analysis of driver and vehicle tacho data. Moving to this technology meant that Howard Tenens no longer need to manually download vehicle and driver information. Instead, they can access full data at the touch of a button.



Richard Philpotts, National Fleet & Compliance Manager, Howard Tenens:

“CMS’s system is saving us an enormous amount of time by not having to download driver tacho data from every vehicle. But, even more importantly for us, it provides a wealth of real-time, accurate information to ensure that no individual cases of driver infringements can slip through the net and particularly so regarding agency drivers.”

Alan Pellow, Senior Transport Manager, Howard Tenens:

“The live time tracking is an excellent tool for planning. With the Tacho Live facility, we can view any driver’s tacho info for that day, week or fortnight which then enables us to divert the correct driver for last-minute collections and deliveries. This ensures we don’t ask any driver to infringe. At a click of a button the system will inform us of the best-suited driver (within hours and compliant) for extra last-minute job requests.

There is a history function where we can re-trace our vehicle or drivers’ movements from any timeframe we select with minute-by-minute display on the map or list. We are also able to identify if any driver or vehicle has visited a certain place, street or post code at a selected time and date.

The Ecotrack system gives a great range of reports on driver behaviour (including speed) via a CAN bus interface. This enables us to coach our drivers to help them improve their driving styles. We use a points system, which we find encourages a much safer and more efficient style of driving.”



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