



**MORE JOBS, HAPPIER CUSTOMERS AND A
BUSINESS IN CONTROL.**

WRIGHT MIX

CONCRETE AND FLOOR SCREED

WEBFLEET AND AGGSMART – A POWERFUL COMBINATION

Founded in 2005, Wright Mix is the leading supplier of screed and ready mix concrete in Leicestershire. They mix product on site, reducing waste and ensuring their customers only pay for what they deliver.

"Before we had WEBFLEET and AGGSMART, I was constantly on the phone to customers and our drivers – the days were so frantic. So much so that I would miss lots of calls during the day. Now, the office is very calm and I never miss a call."

Peter Harris, Operations Manager, Wright Mix.

EXECUTIVE SUMMARY

Wright Mix began life in 2005 with a single Volumetric Mixing Truck servicing general building customers in Leicestershire. As they grew their fleet of vehicles and customer base they began to realise that their paper based systems were no longer practical.

Vehicle tracking was the first technology introduced, in the form of WEBFLEET from TomTom Telematics, enabling Wright Mix to better understand where their vehicles were in the field. However things really changed when they expanded their use of WEBFLEET to include TomTom PRO driver terminals and crucially combined the telematics solution with an advanced booking and scheduling interface called AGGSMART.

Now WEBFLEET and AGGSMART work in tandem to provide advanced scheduling, dynamic job dispatch and workflow, automatic billing, customer ETA's and digital signature capture; and the results are clear:

- 25% increased productivity (6 additional jobs per day with the same capacity)
- Streamlined processes and reduced administration hours
- Removal of paperwork from their processes
- Reduced bad debt significantly



CASE STUDY

THE WRIGHT MIX CHALLENGE

Before introducing WEBFLEET and AGGSMART, Wright Mix were operating a manual booking and scheduling system and were communicating with drivers by mobile phone. This manual administration was very time consuming for the back office team, lead to customer service challenges and did not make the most of their capacity. Customer payment was usually in the form of cash or cheque, resulting in a heavy administration burden and often issues with bad debt.

Wright Mix wanted a system to help their day-to-day shipping and ordering process that gave them the flexibility to serve their customers in a dynamic environment and created traceability and efficiency for their drivers and office staff.

What they got far outperformed their expectations and fundamentally changed the way they do business.

WEBFLEET AND AGGSMART: A POWERFUL COMBINATION

WEBFLEET was initially introduced to simply “keep an eye on their drivers”, however Wright Mix quickly realised that it offered much more than simply tracking the location of their vehicles. The ability to send jobs to their drivers via TomTom PRO driver terminals, provide drivers with connected navigation, customers with an accurate ETA for their delivery, record the workflow of each job and capture a customer signature has seen Wright Mix's systems become highly efficient and virtually paperless.

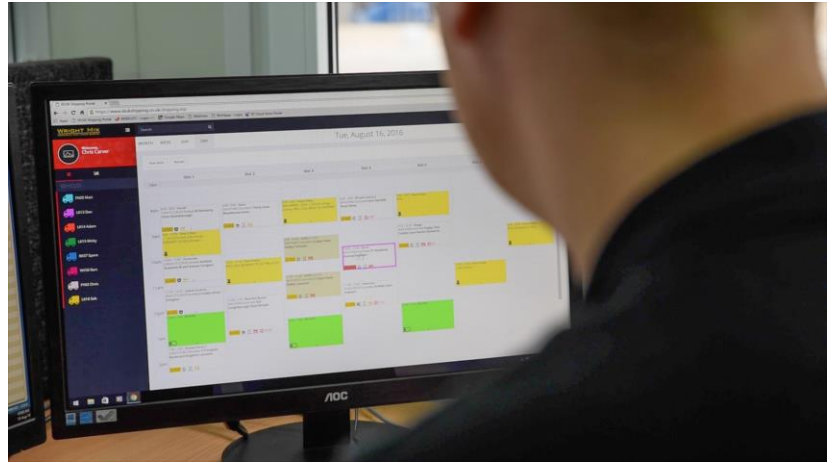
However the real key to success was the ability to fully integrate WEBFLEET with a third party industry specific interface called AGGSMART. Developed expressly for the Aggregates market, it is the interplay between this advanced scheduling and reporting system that really changed things for Wright Mix.

AGGSMART works throughout the whole Wright Mix sales and fulfilment process, from quotation and ordering, to scheduling, dispatch and delivery and finally billing and payment. The system enables sales agents to accurately advise customers on what and how much material they need by following a series of questions. Following pre-authorisation of payment, a job can be “dragged and dropped” into a specific timeslot within the dynamic scheduling system. This system gives the team a complete overview of all jobs across all vehicles, enabling total flexibility and the ability to arrange the schedule to maximise the

use of their capacity. It also gives the customer a specific timeslot.

MORE JOBS, GREATER FLEXIBILITY, TOTAL TRANSPARENCY:

On an average day there are around 30-40 jobs booked into the system, and when things change – for example a customer needs the delivery earlier or later, or when a customer calls with an urgent new order, the dynamic system enables the flexibility needed to adjust the schedule without losing any time and whilst ensuring that customers are informed throughout the process.



WORKFLOW AND COMMUNICATING WITH DRIVERS:

All delivery jobs are sent through to each volumetric mixer truck via TomTom Telematics' WEBFLEET system. The job appears on the screen of the drivers PRO8 driver terminal for the driver to accept. Once accepted directions are automatically plugged into the TomTom's PRO8 navigation software, giving the driver, office and customer an accurate ETA.

WEBFLEET talks to AGGSMART through the whole delivery process, so that when arriving on-site with the customer the driver is able to check the level of pre-authorised payment before dropping the concrete or screed. The customer is asked to sign the screen to record their arrival time on site, start of the delivery (unloading), and completion of the delivery.

The exact volume of product delivered to the customer is then recorded in the AGGSMART App which enables Wright Mix's accounting system (also integrated) to automatically bill the customer using the preauthorised payment method – all without any paperwork or the need for any phone calls.

AGG SMART has been a significant addition to our volumetric ready mix business, creating flexibility, traceability and efficiency in our day to day shipping and ordering process. With a detailed and easy to use quotation system integrated to our credit card payment provider it makes booking jobs on seamlessly easy. AGGSMART's support network and continual development has been exceptional and unlike other software providers I have experienced, they are prepared to listen to the industry and their needs."

Phil Wright, Owner, Wright Mix.



AGGSMART provides Wright Mix with a dashboard view, enabling the close monitoring of trends and performance over time

MORE JOBS, HAPPIER CUSTOMERS AND A BUSINESS IN CONTROL

The introduction of WEBFLEET and subsequent integration with AGGSMART has proved a powerful combination for Wright Mix. The business is now totally in control of their operation and can provide an excellent and efficient service to their customers.

An increase from an average of 4 jobs per vehicle per day to 5+ has enabled the business to grow without increasing the size of their fleet.

The efficiency and flexibility of their booking, dispatch, delivery and administration systems have enabled them to stay lean and pass on this efficiency to customers in the form of excellent service with reasonable pricing.

KEY BENEFITS OF WEBFLEET AND AGGSMART FOR WRIGHT MIX:

- Integrated system gives complete flexibility to job scheduling
- Maximising capacity for more jobs per day
- Time saved with improved driver communication
- Paperless system saves admin time to maintain a lean team
- Accurate ETA's enables improved customer service
- Traceability of jobs for BSi compliance

To find out how AGG SMART and TomTom can help your business, please contact us on 0844 884 1969, info@aggsmart.co.uk

