

Customer Success Case Study.



OBJECTIVES

No.1 Online Solutions sought to improve their fleet management efficiency by eliminating manual processes, reducing errors, and gaining real-time visibility into their operations. They aimed to automate workflows, streamline communications with drivers, and provide clients with an easy way to track their deliveries through an integrated portal.

SOLUTIONS

CtrlFleet implemented a comprehensive Transport Management System that seamlessly integrated with **No.1 Online Solutions'** existing telematics providers. The solution included a customer tracking portal, sub-contractor fleet visibility, and a driver app for real-time communication and tracking. Key features, such as ePODs (electronic proof of delivery), routing instructions, and custom forms, helped optimize dispatch and delivery processes, reducing human errors and improving operational efficiency.

CHALLENGES

Before CtrlFleet, No.1 Online Solutions relied on manual processes, such as confirming capacity by phone, manual updates on shipment progress, and physical proof of delivery collections. These inefficient processes not only consumed a lot of time but also increased the likelihood of errors and delays in communication between transporters and clients.

BENEFITS

- **Improved Visibility:** Consolidated view of fleet activities through real-time tracking and reporting.
- **Increased Efficiency:** Automated order creation, dispatching, and delivery processes.
- **Enhanced Client Experience:** 60% of clients now use the customer portal to track deliveries, reducing incoming inquiries.
- **Time Management Gains:** Significant time freed up to coordinate drivers and clients, improving overall productivity.
- **Cost Savings:** Faster turnaround times and streamlined workflows led to lower operational costs.

About Client

No1 Online Solutions is a leading provider of market-leading logistical solutions and services in Southern Africa.

With a customer-oriented culture and superior systems in place, they offer customised and innovative solutions to meet their customers unique logistical needs.

Services:

- Palletised & bagged loads
- Bulk commodities
- Hazardous goods
- Liquid tankers
- Cross border (Mozambique, Zimbabwe, Botswana & Zambia)



*"For over 4 years, we've been looking for the ideal solution to fit our needs & also our customers. **CtrlFleet** has helped us reach that goal with visibility & real-time data via the customer portal.*

Pieter van der Merwe
Managing Director





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OBJECTIVES

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SOLUTIONS

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BENEFITS

AT A GLANCE

About Client

CJ Partners was established in 2004 by Craig Robertson and the late Janse van der Walt. Initially, their core business was the transportation of crates from farms to packhouses in the Sundays River Valley.

Services:

- Containerized cargo
- Palletized cargo
- Reefers
- Local deliveries
- Express
- Multi loads
- Dangerous goods
- Goods in bulk



"This is text quote to be completed".

Name & Surname
Designation



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