

Customer Success
Case Study

WHAT CHALLENGES LED TO IMPLEMENTING CTRLFLEET?

The first major challenge was dealing not only with rising diesel prices, but also with frequent fluctuations.

These fluctuations meant that our rates had to be adjusted almost monthly. We currently handle **more than 1,000 local short-haul loads** per month in Gauteng, covering **over 200 different drop-off and collection locations** and using **five different truck sizes**.

The amount of work involved in recalculating and updating all these rates using our old Excel-based system was very manual, not to mention the time involved and the risk of human error.

Our next major challenge of poor turnaround times at loading and offloading points was also addressed after we switched over to CtrlFleet.

HOW HAS CTRLFLEET ADDRESSED KEY OPERATIONAL CHALLENGES?

To address this challenge, we gave our clients access to the CtrlFleet dashboard, allowing them to view actual turnaround times live. This provides full transparency and enables them to make informed decisions — either by paying the standing time or by adjusting the transport rates to account for the delays.

Poor vehicle utilisation and excessive empty kilometres:

- CtrlFleet helps us address both challenges by providing **real-time visibility** of each vehicle's actual location and status. Through the dashboard, our controllers can quickly get a complete operational overview, allowing them to make better-informed decisions, improve vehicle utilisation and minimise unnecessary empty kilometres.

Vehicle breakdowns and transit delays:

- CtrlFleet enables us to respond faster when a vehicle breaks down by identifying the closest available vehicle to assist. This allows our controllers to **implement an alternative plan quickly**, **minimise delays** in transit and **reduce the impact on our client's operations**.

Proactive maintenance planning and compliance reminders:

- CtrlFleet helps us **plan vehicle maintenance more effectively** through service reminders and maintenance notes. These ensure that PDP renewals, vehicle services and other critical deadlines are not overlooked.

BENEFITS SINCE IMPLEMENTATION?

- Greater **visibility and control** over daily transport operations
- **Improved vehicle utilisation** and fewer unnecessary empty kilometres
- **Greater transparency** around standing times and loading delays
- **Reduced miscommunication** between controllers and drivers
- More **efficient invoicing**, rate verification and administration

EXAMPLES OF PRODUCTIVITY OR TIME SAVINGS?

One of the most significant **improvements has been in invoicing**.
Ilanga Africa receives self-billing invoices in PDF format, averaging 150 loads per invoice.
Previously, processing these invoices through Excel required extensive manual work.
With CtrlFleet, the team can:

- Import loads directly into the system
- Link the self-billing invoice to the relevant loads
- Verify rates before invoicing the entire batch

THE RESULT: APPROXIMATELY 150 LOADS CAN NOW BE PROCESSED IN JUST 7 MINUTES.

THE **DRIVER APP** HAS ALSO HELPED **ELIMINATE UP TO 99% OF THE MISCOMMUNICATION** PREVIOUSLY EXPERIENCED BETWEEN CONTROLLERS AND DRIVERS.

AT A GLANCE

About Client

Ilanga Africa was established in 1989, when the founder Hennie Boshoff purchased his very first vehicle, an 8-ton Mitsubishi truck with a 5-ton trailer.

Back then, he was the owner-driver, with just one customer: a Chinese company based in Bronkhorstspruit that manufactured shoes.

Their job was to transport their shoes all the way to Cape Town. That was where their journey began.

The end goal of CtrlFleet is to make complex planning as simple and seamless as possible — almost as straightforward as those Chinese shoe loads back in 1989!

Hennie Boshoff
Owner

ILANGA AFRICA