

# TECH **i**nspector



## Genie Magic Transforms McBurney

The McBurney Transport Group has introduced a new asset management software to support the management of its 1400-strong fleet. The system allows McBurney to control every part of its fleet maintenance operations from a single interface.

The solution from Freeway Fleet Systems is now managing the group's assets, including trucks, trailers, vans and shunters, with extensive vehicle information available for analysis and reporting. Details available include everything from purchase date and horsepower to tyre size and emissions levels and even the asset's depreciation schedule.

The McBurney Group has been supported through the implementation by Freeway's Irish partner, Genie Insights. After five months of planning and configuring the system, as well as providing staff training, McBurney Transport Group went live with Freeway late in Autumn 2018.

McBurney Transport Group is now scheduling over 6,000 annual service checks using Freeway, including truck and trailer OLI, MOTs, oil changes, tachograph calibrations and fridge motor inspections.

The system has also been introduced to 20 HGV mechanics and trailer fitters across the company's two maintenance facilities in Ballymena and Liverpool, all of whom are all using the Freeway mobile application for defect recording and for completing inspections. *Continued page 8...*

## Mobile App Speeds Defect Fixes

A handy 'defect manager' app has been developed that speeds workflows and gives finger-tip access to an array of defect-related data, including historical records of previous maintenance work and parts.

Aiding workshop staff while on the job, the defect app provides real time access to documents about the vehicle being worked on, including parts, manuals and diagnostic sheets. It also allows identification of the parts related to a defect and enables direct issue or request from stores. The development is seen as key to compliance, speeding workflows and making the task easier to manage.

The new app is part of Freeway's mobile software for smartphones and tablets designed to improve the management of defects and compliance and enable paperless working in the workshop and elsewhere. "With the arrival of Earned Recognition, operators are looking to streamline processes and improve record accuracy and this app helps us to make fleet management an easy, seamless process," says Patrick Tandy, Freeway's MD.



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# Sivyer Breaks New Ground

Sivyer, whose fleet of tippers, grabs and volumetric concrete trucks collect and recycle materials from many of London's biggest construction sites, has deployed the latest fleet management software to replace paper records and reports for the fleet of 110 vehicles and around 20 items of plant.

## Delivering AGRO's Admin Automation

**AGRO Merchants Group has implemented fleet maintenance software from Freeway at the company's Irish HQ in Co. Armagh, Northern Ireland. The system has significantly improved the management of a fleet of 220 trucks and 580 trailers, which are used to deliver chilled and frozen distribution services throughout Ireland, the UK and Europe.**

AGRO Merchants Group, which owns and operates 61 facilities in 11 countries in Europe, North America, Latin America and Asia Pacific, acquired Northern Ireland's Sawyers Group in 2015. The Freeway software provides automation of workshop administration, stores and purchasing and has improved efficiency and cost control. Freeway also integrates with AGRO's Mandata's Manpack traffic management system to give fleet operations complete visibility of vehicle availability.

"It was clear from the outset that Freeway offered all the functionality we needed to improve the management of AGRO's expanding fleet operation," says Richard Smith, Systems Manager, UK and Ireland, AGRO Merchants Group.

"Freeway provides a host of features that are allowing us to streamline fleet maintenance having eliminated cumbersome paperwork with tablets to replace paper jobs cards and inspection reports. The software has an excellent capability for managing parts and procurement and we see tremendous potential for the system to manage a wider range of company assets."

"For a system to work best the core data has to be complete and accurate and our first task was to improve asset data held in Freeway" commented Matt Reeve, AGRO's Independent Systems Consultant. "That process identified some key areas where efficiency could be improved including reducing unnecessary stock holdings, which led to savings of tens of thousands of pounds."

One of the longest established waste and materials management companies in the UK, Sivyer has played a key role in recycling materials from the Olympic site, Crossrail, Thames Tideway and the Northern Line extension. With headquarters in Charlton, South East London, Sivyer collect construction waste for processing at recycling facilities across the capital.

Sivyer selected software from Freeway as it offered an all-in-one solution for fleet and workshop management, handling both vehicles and plant. Prior to implementing the system there was very limited visibility on the costs of running the fleet and the software was chosen to form a basis for modernisation of fleet management.

"With Freeway we have not only eliminated a lot of cumbersome paperwork but we are now collecting useful data on the fleet and plant," says Wendy Baxter, Fleet Coordinator. "That means we can provide management with a real insight into performance and costs, right down to individual parts and the database is also web-accessible and that ensures corporate visibility."

Freeway is a great auditing tool allowing us to ensure records are complete and correct, plus it's really useful for recording events and pre-planning. The next stage is to automate the workshop and we are planning to bring in Freeway's mobile apps for engineering worksheets and inspections – something that will be really useful for Earned Recognition."

"We looked at a number of systems and nothing provided the scope offered by Freeway and we think it is a very good overall package for any fleet operator." Adds Baxter. "The Freeway team are very supportive and reactive, listening to our needs and are always willing to adapt and develop the system."



# Earned Recognition Tracker

Freeway is making it easier for operators to meet DVSA Earned Recognition requirements with new software that automatically alerts fleet managers to any outstanding compliance issues. The software tool keeps check on maintenance records, displaying colour coded alarm status if compliance data is missing and it generates lists showing all items that need to be addressed in order to meet the Earned Recognition KPI's.

"The Earned Recognition KPI report is only required one month retrospectively, but it's important all the work has been done and recorded properly in the first place" says

Patrick Tandy, MD of Freeway. "Freeway keeps users up to date with the summary live status of their performance per KPI through a simple list showing all the items that need to be addressed, what specifically is missing and also what needs to be done in order to solve the problem.

Our users want to be pro-active in meeting their maintenance obligations. Freeway's immediate exception reports makes this easy with instant alerts as soon as anything is amiss. With Freeway managers don't need to second-guess their Earned Recognition compliance."

"We've been working hand in hand with our users to develop the software to address all

the complexities that electronic compliance throws up. The aim is to make the whole process of Earned Recognition as easy as possible so it just becomes a seamless part of the maintenance programme," adds Tandy.

Operators with mixed fleets face particular challenges with Earned Recognition as the required maintenance records can be located in different third party systems. Freeway has therefore employed 'intelligent learning' technology to simplify integration between systems to prevent any time-consuming data re-entry.



# Bartrum's Overhauls Fleet Management

Suffolk-based freight company The Bartrum Group has realised significant time and cost savings using the software to improve cost control, cut paperwork and reduce administrative work. The company is overhauling the management of its 430-strong fleet with the Freeway software.

Bartrums uses Freeway for managing parts stock and purchasing, as well as a system for managing workshop-related operations such as work scheduling, defects and compliance. Freeway is linked to the Mandata transport management system, giving the Traffic Office instant visibility of vehicle availability, and integration with Sage accounts has eliminated hours of manual data entry.

"To maintain our fleet we hold around 6200 parts and managing this stock is a real challenge" says Andrew Watton, Group CSO, The Bartrum Group. "Freeway has revolutionised things here. Not only can we better manage stock levels and purchasing but we can also drill down and look at the cost performance of all vehicles and parts."

The data we now have is seen as credible - it is factual data - and that means we can make smarter buying decisions and reduce costs. It's already provided valuable information on the cost performance of our fleet resulting in reassessment of tipper write-off periods and a switch of trailer manufacturer."

Bartrum's specialises in dedicated logistics, road haulage, warehousing and pallet

distribution and runs a 24 hours workshop operation. The company is gradually replacing paper records with electronic reporting with an app for driver checks and in the workshop fitters are being equipped with tablets running Freeway software to replace paper job sheets and engineering inspection sheets.

"The mobile devices eliminate data entry and provide real-time data so defect details and workshop schedules can be updated immediately. It means we have all round visibility and it helps the traffic office optimise vehicle and driver utilisation," comments Watton. "Freeway also gives us the capability to easily generate compliance documentation including reports for the DVSA Earned Recognition scheme."



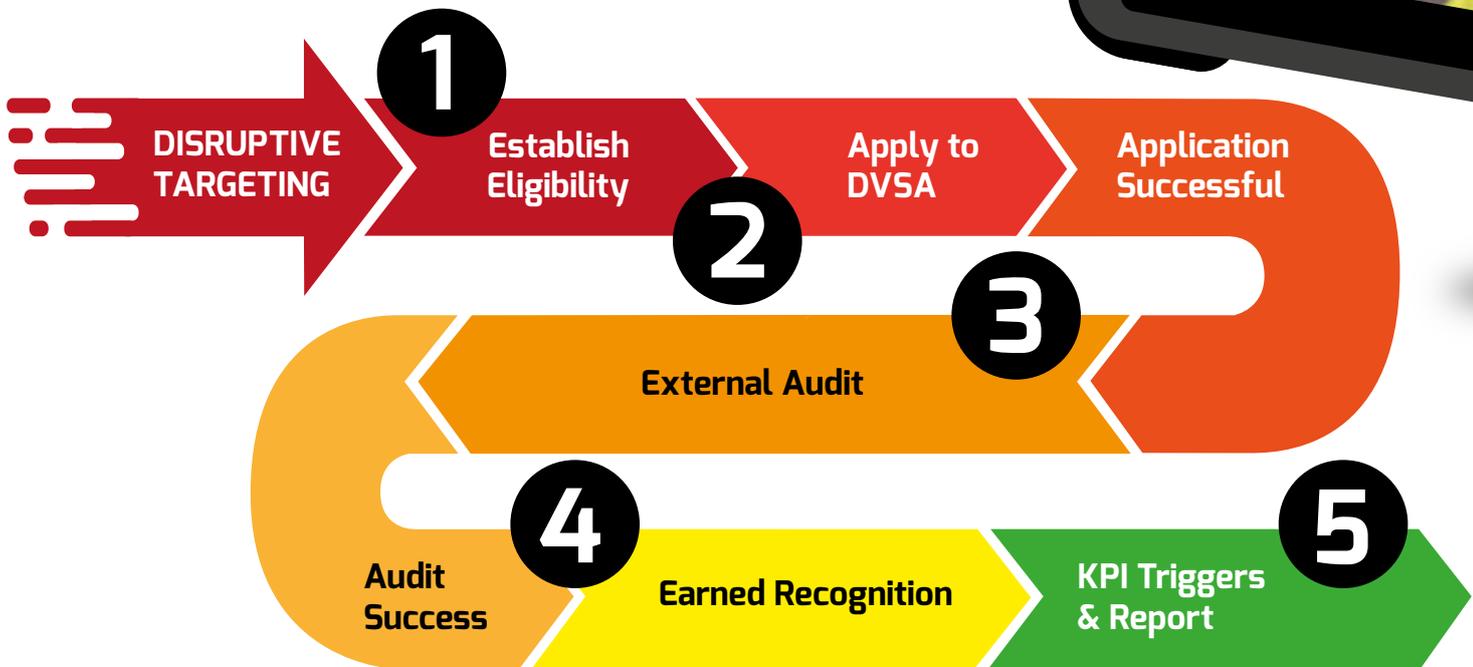
# Guide to Earned Recognition for MAINTENANCE

To achieve Earned Recognition status will require both maintenance and operations systems to submit maintenance and driving related KPIs respectively. Freeway is an accredited IT System Provider for the submission of maintenance related KPIs and this guide focuses on these Maintenance related KPIs.

Freeway is a leading provider of Maintenance related Earned Recognition software. As a founder member Freeway worked with our customers and the DVSA to establish practical reporting processes for the industry prior to the formal launch of the scheme.

## Journey to Earned Recognition...

*"This scheme ensures that compliant operators with DVSA Earned Recognition status obtain best business value from the enforcement regime and creates a model that will drive up compliance and enable others to aspire to. It also enables DVSA to divert its resource to target the seriously and serially non-compliant where the risks to road safety are highest."* DVSA Scheme Guide April 2018



### 1 Establish Eligibility

- O'License >2 years
- No Traffic Commissioner regulatory action >2 years
- Compliant software systems
- KPIs are being met (3 months of data needed to apply)
- Agree Terms & Conditions

### 2 Apply

- [www.gov.uk/guidance/dvsa-earned-recognition-join-the-scheme](http://www.gov.uk/guidance/dvsa-earned-recognition-join-the-scheme)
- Application Review (14 days)

### 3 External Audit

- Carried out by DVSA approved audit provider
- Required to join and every 2 years thereafter
- Fees set by audit providers
- Audit against the standards for the license that you hold (PSV or HGV)
- Maintenance related audit include: O'License, Transport Manager, Vehicle Standards & ADR (optional)

### 4 Earned Recognition

- Automated reporting against KPIs for 13 separate 4 weekly periods.
- Report 4 weeks in arrears
- Consequently operators will be able to address any underlying issues well before any submission to DVSA



## LET TECHNOLOGY DO THE WORK FOR YOU

- ▶ **DRIVER CHECKS:** Smart-phone based first-use checks can ease the ER compliance burden with automated nil-defect reporting on driver defects and reduced paper-based back-office administration.
- ▶ **SAFETY INSPECTIONS:** Tablet-based Engineer Inspections can be finalised with sign-on glass to auto-generate the Safety Inspection documentation.
- ▶ **IMPLEMENT AN OPEN SOLUTION:** Data may be digitally available to you from a variety of locations. Ensure that your ER Technology partners are willing and able to import the data from external sources (such as ticket-machine based first-use checks) .
- ▶ **CHOOSE A SOLUTION THAT ALLOWS A PHASED APPROACH:** Implementing digital solutions can take time. Retrospectively capturing paper based processes can enable progress with Earned Recognition so be sure that this is both quick and easy in your chosen ER technology partner system.
- ▶ **EXCEPTION BASED REPORTING:** Ensure that your technology partner provides visual and immediate exception-based reporting.



Compliance

Exemplar Operator Status

Vehicles will not be part of DVSA Normal Roadside Checks\*

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### KPI Targets

Earned Recognition DOES NOT give DVSA direct access to your data. Only KPI summary data is sent to the DVSA and then only if the KPIs are not met at the required level, specifically:

- 5 Yellows or Ambers in any rolling 13 Periods
- 2 Ambers in a Row
- 3 Yellows or Ambers in a Row
- 1 Red

## KPI TARGETS

<1%

1-2%

<=2%

100% – Complete set of safety inspection records

100% – All safety inspection records correctly completed and signed off

100% – Safety inspections carried out on time

100% – Driver defects have been correctly reported and appropriately actioned

95% – MOT first time pass rates

# Apps & Analytics For TDW

TDW Distribution, one of South Wales' largest distribution companies, is employing the latest mobile technology to improve its fleet maintenance operation. TDW operates a fleet of 90 vehicles and 185 trailers and tablet devices are being introduced to help eliminate paperwork and replace it with electronic inspection reports and job cards. It is part of a comprehensive system from Freeway that provides TDW with a detailed insight into all aspects of fleet maintenance work - allowing tight controls over costs and compliance.

"Freeway represents a significant step forward in the management of our fleet. The software provides a host of really useful features that will allow us to improve efficiency and maintain a tighter control on quality, costs and compliance," said Andrew Williams, MD of TDW Distribution. "In the workshop, the tablets link directly to the Freeway system and allow easy data capture; they will eliminate subsequent keying in, improve transparency and reduce errors."

Freeway's software is integrated with TDW's Mandata Transport Management System (TMS), providing visibility into the availability and status of every vehicle in the fleet. Freeway also provides useful fleet analytics, improved stock control with cyclic stock checks, and smartphone apps for stock takes.

"One really useful feature offered is Freeway's Fleet Analytics," added Williams. "Here we accurately analyse the productivity and efficiency of the fleet with graphical reports to identify trends across time, vehicle manufacturer and location. It means we can quickly pinpoint areas of excessive costs, whether they be high fuel consumption, inferior parts, unproductive use of labour or poor driving."



## FM Conway Transforms Asset Management

One of the UK's biggest infrastructure services company FM Conway has implemented a maintenance management system to provide full visibility on the condition of its assets and to support safer, more efficient working for staff. Deployed to manage 8,500 assets, including a fleet of 1,100 vehicles and a wide variety of plant, the Freeway software is integrated with Oracle, FM Conway's corporate business system.

FM Conway wanted a system to maximise the utilisation and availability of the company's assets and resources, whilst ensuring full compliance with regulatory obligations.

"FM Conway is a fast expanding business with diverse assets. Our focus is on self-delivery of construction projects to drive benefits for our clients and that means we have significantly increased our investment in our vehicle, plant, equipment and facilities in recent years" says James Twyford, Business Systems Manager, FM Conway.

"Previously, we had an array of different systems to manage the assets with their own specific maintenance needs and different compliance requirements. Freeway provides complete visibility on the condition of our fleet, helping us to achieve efficiencies that we can pass on to customers."

Freeway's all-in-one system, which also operates on tablets for mobile working, manages everything from works orders and scheduling, to resources, assets and inventory. The system provides real time costs and workflows, with an interface that allows automated data interchange with Oracle for corporate financial administration.

"Compliance and safety are the overriding issues for us and the introduction of Freeway has revolutionised the way we work," says Jeff Addley, Workshop Manager, FM Conway. "The new system ensures we have up-to-date and comprehensive records for all our vehicles and assets."

"Freeway has allowed us to improve productivity and utilisation, and having full fleet visibility has aided us in employing additional fitters and admin staff who can immediately see exactly what work is needed to stay compliant."

# Gregory's Remote Control

Gregory Distribution has implemented the latest software from Freeway to centrally manage stores and workshops across the UK. With a fleet of 750 vehicles and 1000 trailers, the system is used at seven locations. It has significantly reduced administration and allowed standard processes and procedures to be implemented across the fleet operation.

Freeway has worked with Gregory for over a decade, continually enhancing the software to meet changing and sometimes complex requirements due to the expansion of the business and the diversity of Gregory's fleet operations. Freeway provides crucial performance data on the fleet and integrates with Gregory's IT platform for additional KPI reporting.

"The most beneficial feature for our business model is that we can centrally manage multiple stores and workshop. This has allowed us to reduce our administration overhead. It also allows us to easily introduce standard process and procedure across all users," said Nick Street, Fleet Services Manager, Gregory Distribution.

"Freeway has enhanced our ability to analyse costs and trends within the fleet, this enables us to identify areas of high frequency and high cost and act accordingly. The software now allows us to slice and dice reports to be able to see exactly what is important to us."

Freeway handles fleet-related financial administration and integrates with Gregory's accounts system. The software automates internal invoicing, ensuring cost transparency for a range of business units within the group. There is also integration with parts suppliers to automate parts invoice processing, and links to the Manpack fleet operations system show vehicle availability - according to defect or routine maintenance requirements.

"Our business serves a very diverse customer base and over the years we have required changes from Freeway to allow us to better manage our fleet. I think it is fair to say that Freeway has always delivered the changes needed and whenever we need a problem solving the Freeway team are always there to help," added Street.



# Rotala Takes The Freeway Route

Bus and coach operator Rotala plc has begun implementing Internet-hosted software to improve the management of its 600 buses and coaches. The owner of regional bus operators Diamond, Diamond North West and Preston Bus and coach operator Hallmark, Rotala is overhauling its IT as part of a group wide move toward efficient paper-free working and cloud-based systems that will underpin future expansion of the business.

The fleet maintenance software and mobile apps are being introduced at all the Rotala group companies. With eight workshops connected centrally at Rotala's headquarters

in Dudley, the system will provide greatly improved and real-time visibility of Rotala's regional operations. The entire system is being supplied and hosted by Freeway; the Internet hosting eliminates the need for any IT expertise, software installation or additional resources.

"Currently our regional business is fairly autonomous" says Jack Dunn, Senior Management Accountant, Rotala. "That has made it difficult to introduce and manage things such as group-wide standards, best practice procedures and group purchasing. With Freeway's system and other IT improvements we will be able to operate as a joined-up business with much greater corporate visibility and control."

Rotala is now able to move to a completely paperless accounting system. From an initial defect report entered into a tablet in the workshop there is a seamless paper-free process from parts request to order and invoice payment.

"By introducing mobile devices we'll quickly eliminate all the problems that arise from recording on paper. We'll have instant and accurate data that will provide invaluable management information and will revolutionise the way we work. Freeway is a brilliant all-in-one system that can handle all of our current and future fleet maintenance, compliance and asset management requirements," adds Dunn.





# Insights Into Ireland

Freeway is boosting its business in Ireland with an exclusive partnership with Genie Insights, who will provide exclusive sales and implementation support for the Island of Ireland. Freeway's asset management and compliance software has a strong customer base in the UK and a growing presence in Ireland. Genie Insights offers business and marketing support for the logistics supply chain and is already familiar with Freeway, having helped implement Freeway's software for a number of Freeway customers in Northern Ireland.

"We developed a close working relationship with Genie Insights after their senior consultant Matt Reeve was appointed to implement our system at Agro Merchants. Matt was instrumental to a successful implementation that led to significant benefits for our customer in both cost savings and compliance management," says Patrick Tandy, Freeway's MD. "With increasing sales across the Island of Ireland we knew extra help would be needed and appointing Genie Insights as our official sales and implementation partner was the obvious next step".

Genie Insights' implementation now provides the link between Freeway's development and

Freeway customers. This valuable step in the set-up process includes helping to identify how the system will best suit each individual operation, right through set up and 'go live'. This includes an initial departmental audit to assess user modules required, customisation and system set up, as well as mentoring and training staff in the use of the system.

"This new approach to implementation provides huge value for local fleet operators and because of this we are seeing a notable uptake in the Freeway system throughout Ireland," comments Matt Reeve of Genie Insights.

## Genie Magic Transforms McBurney

*Continued from front...* McBurney were looking for something to automate its repair and maintenance process and selected Freeway as it offered significant added value with additional product features, countless integrations and a high level of customisation.

McBurney's Fleet Manager, Sammy Hamill explained, "As part of the evaluation process we visited another existing Freeway user to see the system working in a live environment. This gave us the confidence to proceed with the Freeway installation because we realised how tailored it could be to our specific requirements. The visibility over asset costs and stock control, as well as simplified external and internal invoicing procedures, were additional benefits that we could see being extremely beneficial from the outset".

Raymond Burns, Workshop Manager at McBurney's Liverpool depot had this to say: "I am well known for having very particular processes and controls, so I was initially apprehensive about Freeway. Not only has the system coped with my high expectations, it has also delivered a number of additional benefits. For example, we now operate in a completely paperless environment and I have a much greater visibility of stock availability and usage".

The system integrates with McBurney's existing IT infrastructure, including its transport planning system, vehicle walk-around check application and accounts package. Planners are now notified of critical defects and service items due or overdue; fitters are automatically notified of defects and job cards are automatically generated for rectification work; and all purchase orders, maintenance sales invoices and stock level adjustments are pushed into the accounts package.

"We are really pleased with how the system is working so far. We have found it to be a cost-effective solution and it is surprisingly easy to use, even for those that aren't particularly experienced in using technology. The back up from both Freeway and Genie Insights has been first-class throughout," commented Finance Director Pamela McCrea.

