



**NEUMANN STEEL**

# GPS Tracking Saves Money, Improves Efficiencies and Customer Service Levels

**The Business:** Neumann Steel - [www.neumannsteel.com.au](http://www.neumannsteel.com.au)

**The Industry:** Manufacturing Steel, Injection Moulding and Precision Engineering

Neumann Steel is a wholly owned subsidiary of the Neumann Group established in 1948. They manufacture reinforcing steel and run an injection moulding facility and a precision engineering plant. Their customers range from large government agencies and international property developers right through to the smallest concreter. With seven Service Centres located in South East Queensland and New South Wales they strive to deliver in full on time every time with a service second to none.



## Knowing my guys are safe, gives me peace of mind

Mark Tanis, Logistics Manager  
Neumann Steel

*I naturally keep a lookout for all our drivers and immediately notice if they appear to be taking too long at a particular location as a lot of the sites they deliver to are unattended.*

*We have experienced drivers so I don't need to check they are taking the correct route, what I am concerned about is that they arrive back to base safely. I always make a point before I leave the office for the day of knowing exactly where all our vehicles are and will usually put a call into any drivers who are behind schedule or taking too long at a particular location. This has helped give me peace of mind that all our drivers will arrive home safely.*



### The Challenges:

- Neumann Steel has over 55 vehicles using GPS Tracking Systems, 32 Trucks and 23 Utes (Sales staff).
- Last minute orders from clients, which require a quick turnaround.
- Proof of delivery is a major challenge as drivers often deliver to unattended sites.
- Customer communication issues.
- Speeding issues and driver behaviour.
- Neumann Steel required a GPS Tracking system that was easy to use and simple for staff to operate.

Call us today for an obligation free consultation to learn more about how GPS Tracking can help your business.

**Web:** [www.ezy2c.com](http://www.ezy2c.com) **Phone:** 1300 150 500 **Email:** [sales@ezy2c.com](mailto:sales@ezy2c.com)



## Ezy2c help us maintain exceptional customer service

Mark Tanis, Logistics Manager  
Neumann Steel

*Neumann Steel's culture is based on delivering innovative products with incredibly high service levels. We pride ourselves on being able to deliver last minute orders as efficiently as possible. To be able to do this we need to have full visibility of our fleet and to be in a position to accurately provide a realistic E.T.A. to our clients. Our service personnel who all have access to this data can quickly within just a few clicks of a button relay this vital information to our clients. This level of customer service is what our clients really appreciate and the Ezy2c GPS system allows us to maintain these high standards.*

### The Solution and Benefits:

- Neumann Steel are a customer service led business who aim to exceed their customers expectations on delivering orders quickly, efficiently and in full. This high level of service means the management and logistics team need to have full visibility of their fleet at all times. The Ezy2c GPS system allows for full visibility and for tight deadlines to be met efficiently and on time.
- Before Neumann Steel implemented the Ezy2c GPS Tracking system proof of delivery was a major issue for the company and each year they would have to write off large sums of money and stock because of disputes regarding delivery of stock. The Ezy2c system has resolved this issue as they can now accurately show clients where they delivered and at what time the vehicle was present on site. This has saved the company thousands of dollars a year.
- Because the drivers are often delivering to sites that are unattended, the logistics manager will often check on their progress and how long they have been at a specific site. This is to ensure there are no safety concerns or unusual delays when leaving an unattended site. The Ezy2c system allows the management team to have peace of mind when monitoring their fleet and drivers.
- Customer communication levels have improved immensely. When working with such a quick turnaround and a constant stream of last minute orders, Neumanns service centres need to respond quickly and accurately to customer's requests for an ETA.
- As a number of staff have login access to the Ezy2c GPS Tracking dashboard, Neumann Steel required a system that was intuitive and easy to use. In fact it's so easy to use the Logistics Manager now trains new members of the team over the telephone in a matter of a minutes.



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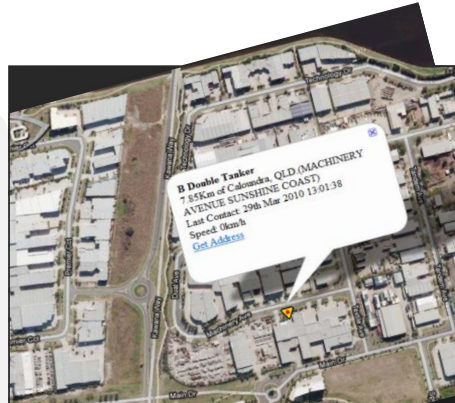
Vehicle Name	Driver	Start Time	End Time	Distance	Speed	Accidents	Incidents	Comments
1001	Mark Tanis	06:00	08:00	100	100	0	0	
1002	Mark Tanis	08:00	10:00	100	100	0	0	
1003	Mark Tanis	10:00	12:00	100	100	0	0	
1004	Mark Tanis	12:00	14:00	100	100	0	0	
1005	Mark Tanis	14:00	16:00	100	100	0	0	
1006	Mark Tanis	16:00	18:00	100	100	0	0	
1007	Mark Tanis	18:00	20:00	100	100	0	0	
1008	Mark Tanis	20:00	22:00	100	100	0	0	
1009	Mark Tanis	22:00	00:00	100	100	0	0	
1010	Mark Tanis	00:00	02:00	100	100	0	0	
1011	Mark Tanis	02:00	04:00	100	100	0	0	
1012	Mark Tanis	04:00	06:00	100	100	0	0	

**Weekly Report:**  
**Mark Tanis**  
 Logistics Manager Neumann Steel

*I have customised the information I receive in the weekly report and this information is vital for me to very quickly see a snapshot of the fleet's weekly activity. I can monitor driver behaviour, address any speeding issues and get a record of the work and routes completed during the week.*

**Satellite View:**

*Neumann Steel drivers cover large distances and work 24/7, so to be able to pinpoint a vehicles progress and manage our fleet proactively ensures our operation works at maximum efficiency. Deteriorating weather conditions and unforeseen delays can be confidently navigated by being able to see potential hurdles as and when they happen.*



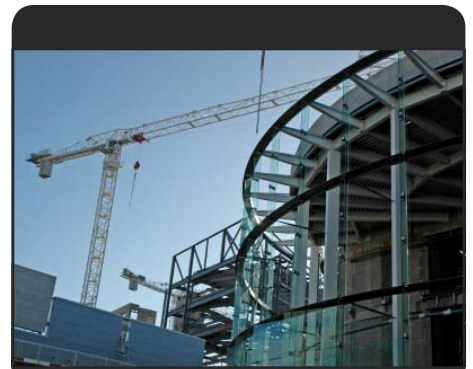
**Location History Report:**  
**Mark Tanis**  
 Logistics Manager Neumann Steel

*The Location Report has been invaluable to us as a company as we can quickly determine when and where our vehicles are and have been at any given time. Having a clear record of this data allows us to plan our driver's schedules and meet our clients deadlines. Proof of delivery also enables us to resolve any issues that may arise quickly and professionally.*

Entered at	Left at	Duration	Location
01/01/2011	06:20:40	06:26:40	6°00' NFL Bomaderry
	06:27:10		Mandira Bomaderry
	07:30:14	08:14:26	44°12' NFL Bomaderry
	08:14:56		Mandira Bomaderry
	09:21:30	10:12:40	51°10' NFL Bomaderry
	10:13:10		Mandira Bomaderry
	20:07:49		NFL Bomaderry
	22:04:12		McColls Bomaderry
	22:05:42	06:53:05	84°23' NFL Bomaderry

**About Ezy2c:**

Ezy2c is Australia's Leading Online GPS Tracking Company. Thousands of companies, government agencies and individuals enjoy the benefits of Ezy2c solutions including fleet management solutions, car alarm security and personal security solutions.



**Proof of delivery has saved us thousands of dollars**

**Mark Tanis, Logistics Manager Neumann Steel**

*Our drivers often deliver to unattended building sites and in the past we have delivered our payload at the agreed location only to be told it hasn't been delivered or can't be accounted for. Having no proof of delivery often resulted in us having to write off thousands of dollars worth of stock as well as incur operating and labour costs. Since the introduction of the Ezy2c GPS Tracking system we have been able to resolve these issues immediately with an accurate record of where our truck delivered the payload and how long they spent at any specific location.*

