

# START AS YOU MEAN TO GO ON: GPS SYSTEM IMPLEMENTATION

You know the benefits of installing GPS and you have determined how it will add value to your operation.

When you have made the decision to launch your company into the world of GPS technology you have some important facts to consider. You know your operation better than the GPS Supplier, so you need to drive the training and support to suit your operation.

By setting specific goals that you want to see achieved, you will ensure that the system pays for itself and starts delivering value to your business. Maybe you want to track hours or kilometres so you can recover your costs more accurately from your customers. You may want to manage driver time or become more fuel efficient by cutting down on idling. You can have the system send alerts when a vehicle is due for servicing, registration renewal or Road User Charges purchase helping you to maintain good grades, not only with the new Operator Rating System but also with your drivers, customers and members of the public.

As part of this process, determine who in the company will benefit from the system? When a dispatcher has the ability to see a vehicle's current location or know up to date information about the vehicle's loads, they can give a greater level of customer service with faster and more accurate responses to queries and requests. Both time and money are saved when the communication time between the driver and depot is reduced. The real time information allows both the driver and dispatcher to plan routes more efficiently. The more efficient the route, the more deliveries can be fit into the day and less fuel consumed due to the reduction in needless back-tracking. Different reports can be produced for management at all levels allowing an accurate and easy to understand diagnosis of the where's and how's that the company is making or losing money. This allows actions to be taken to either rectify the problem areas or continue with the implementations that are working successfully.

What departments do you want to see improvements in? The reality is that time and money may be saved in a number of areas. The important thing is to discuss with your potential GPS system supplier the changes you want to focus on. This is the start of a relationship, not a one off project. If the supplier understands what results you want to see, he can help to define the most appropriate training for your staff.

GPS companies will offer training to your company as part of the implementation process. They are there to help, so make sure that the training is tailored to your needs and designed with your results in mind. All staff who will be involved in the new system will benefit from training specific to their usage and this will initiate the results you want to see them produce.

You know that the GPS system is going to help your company save time and money. Consider the changes you want to make and install the system in a way that will best deliver those results. When you follow through with the changes you have chosen to make, you will see what a positive difference the right GPS Supplier can help you to make in your operation.

