

TOLL DOMESTIC FORWARDING MAKE THE MOST OF ITS DATA WITH NEW DASHBOARDS AND AUTOMATED PROCESSING

Toll Domestic Forwarding (TDF) is one of the five operating divisions of Toll Group, specialising in domestic road, rail and sea freight forwarding within Australia and New Zealand.



CHALLENGE

With a mission to harness its significant resources, know-how and passion to deliver the optimal logistics solutions to its customers, TDF wanted to make the most of its Pickup and Delivery fleet. There was plenty of data available, but collating this data and pulling it together to provide actionable insights to the business was difficult and time consuming.



SOLUTION

After a two-week analysis of TDF's challenges, SMS developed recommendations that addressed what the future state of the pickup and delivery data model should look like, and the way forward to deliver the solution. SMS delivered on its promise - to deliver the data to the dashboards that TDF needed to better manage its fleet.



BENEFITS

The pickup and delivery report and dashboard generation process has now been automated with zero touch manual intervention, taking data processing from 12 hours down to 8. Reports and 7 dashboards are now available to 19 key branches, with daily on-time delivery.

FACTS & FIGURES



DAILY REPORT GENERATION
NOW SERVICES **19 KEY** BRANCHES,
PREVIOUSLY ONLY TWO WE SERVICED



PROCESSING TAKEN FROM
EXCEL SPREADSHEETS TO AUTOMATED
ZERO TOUCH TECHNOLOGY



PROCESSING TAKEN FROM
OVER 12 HOURS DOWN TO
ONLY **8** HOURS

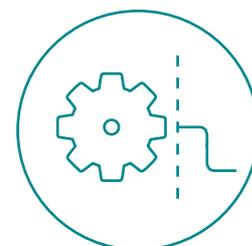
A NEED TO MAXIMISE VALUE FROM EXISTING DATA

As Australia's largest express pallet carrier, providing time-sensitive part-load and full pallet movements for both ambient and temperature-controlled freight, TDF has a huge responsibility to its customers. TDF has a mission to harness its resources and passion to deliver the optimal solutions to its customers. Its vision among others, is to create and deliver sustainable value. Accordingly TDF needed to reinvigorate its data processing model to make the most of existing data.



MANUAL PROCESSING CREATING INEFFICIENCIES

TDF's existing data processing was taking more than 12 hours to complete, which meant its reports were often being produced past deadlines. With dependencies on the skillset of a single person to produce the reports, the risk of failure was high. Not only was the process manual, existing in excel spreadsheets, but pickup and delivery dashboards were only being produced to two of TDF's branches, creating operational inefficiencies for the business. With its data warehouse not utilising available data in the right way, TDF engaged SMS to help.



7 NEW DASHBOARDS, AVAILABLE AT 19 KEY BRANCHES

After a two-week analysis of TDF's data warehousing, processing and dashboard challenges, SMS proposed a set of recommendations to the business that envisioned the future state, and the way forward to deliver an efficient and usable solution.

Phase 1 first saw the optimisation of the existing data extraction methods, as well as the re-design of the pickup and delivery data model to ensure the solution would meet the needs of TDF on a day-to-day basis. SMS then developed the new pickup and delivery automation system including 7 new dashboards that are now available to 19 key branches – a vast increase from the previous two. Manual processing has been removed with the implementation of a zero-touch automation platform.

50% MORE EFFICIENT WITH AUTOMATION

Not only has TDF seen valuable operational efficiencies as a result of its new pickup and delivery data automation platform, reducing risk and allowing deadlines to be met, but cost savings associated with the technology upgrade will see the business save.

Processing times have been taken down from over 12 hours to just 8, making sure reports are delivered on time. TDF has already started planning phase two, and are excited to think about what more than can now do with its data.



ABOUT SMS

A leader in advisory, solutions and managed services, SMS cultivates innovation, digital, mobile and design-led business and technology capability to empower organisations across all industry sectors. With over 1600 staff across Asia Pacific, SMS promotes and delivers next-generation customer-centric outcomes for their clients.