



Case Study

Kolok



Kolok **transforms delivery capabilities** with Trackmatic

KOLOK

To address the challenges around delivery efficiencies, control and on road execution management, Kolok implemented the Trackmatic Driver-Led Visibility™ solution.

Kolok, a division of Bidvest Paper Plus, is one of the largest distributors of world leading OEM consumable printing and related products across various markets in Southern Africa. Kolok was struggling with a manually driven system, requiring that one person within the Operations department create routes, dispatch drivers, and set out the delivery route sequence. Having minimal driver feedback meant that if a delivery failed for any reason – such as the customer not being available or an incorrect delivery taking place – information would only be fed back to Kolok Operations when the driver returned to the depot. This resulted in customers having longer wait times before items could be re-delivered or issues resolved.

Our solution provides Kolok with operations optimisation, route planning, fleet management and driver engagement, as well as reports that deliver day-to-day insight into driver performance, route adherence, customer turnaround times and more. Via Trackmatic's mobile application, where calls are recorded in the cloud, drivers now have a platform to communicate with the business in real time. Information from the driver and his device is channeled into meaningful analytical dashboards for improved decision making. The Operations team monitors live dashboards and receives automatic notifications with information about what's happening on the road, failed customer deliveries, unexpected delays or excess wait times. The team can immediately rectify an incorrect order or contact a customer to reschedule a delivery time or manage schedules to limit delays. Kolok

is now able to manage timing with exceptional accuracy and provide customers with personalised feedback through advanced delivery notifications. Customers are kept informed at the critical stages of the delivery process.

Route optimisation has played a significant role in reducing fuel costs. Terminals have been installed in the warehouse and the drivers have been trained to use the system. They now log in, enter all the invoices

required for delivery, and it instantly prepares the most efficient route. For the Operations team, this simple

change has significantly reduced time spent on admin and allowed for them to focus more extensively on customer, process and productivity.

Operations automatically receive a debrief document on route completion for effective review and feedback discussion. Detailed reports enable a culture of learning and improvement to enhance driver performance and driver KPIs. It invites drivers to reflect and improve in a collaborative manner, making them feel like an important part of the process.

- 39% increase in on-time departures,
- 50% increase in route duration adherence,
- 20% increase in route return adherence and 15% increase in route activations and visibility.

Over the three-month period, the teams have delivered on 812 successful routes at an average of 15 routes per day over 25 drivers and 25 vehicles. These increases have seen an 8% rise in on-time customer delivery arrivals, 17% decrease in turnaround times and an impressive 97% in successful customer visits.

With its detailed reporting, responsive driver insights and live event tracking, Trackmatic's Driver-Led Visibility™ solution improves cost and business efficiency.

Since January 2018, Kolok has seen significant results from our solution.

"We have seen significant savings across route and fuel efficiency, vehicle wear and tear, as well as improvements in driver engagement and customer satisfaction. We have reduced our overtime bill to almost zero. Trackmatic has given us an edge in a highly competitive market." **Mohammed Ebrahim, Operations Director, Kolok.**

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In the
first
quarter...



812

Successful routes



15

Average routes/day



25

Drivers & vehicles



97%

Successful visits