



HEB Transport lightens a heavy dispatch load

Challenge

Making HEB Transport's job scheduling and dispatch paperless, with a system that was easy for its drivers to use and met all customer compliance requirements.

Solution

vWork's ability to natively integrate with EROAD auditable GPS tracking, backed by its ability to provide photographic proof of delivery, with a simple, alerts based driver interface - made it a winner.

Outcome

HEB Transport now runs a completely paperless job scheduling and dispatch process that fulfills its compliance requirements and has been easily picked up by all its drivers.

"Before, no one had visibility as to where any one driver was. Now we have full visibility, all in one place."

SALLY ROBINSON, HEB EQUIPMENT SYSTEMS MANAGER

They say it pays to know your neighbors and for HEB Transport it certainly paid off. Back fence neighbors, McLeod Cranes, recommended vWork in sharing how it had got out of 'the paper' and into automated job scheduling and dispatch. Equipment Systems Manager, Sally Robinson, says they evaluated two other products in the process but vWork was the best fit.

"We studied the options - and even though how we use vWork is very different to McLeod Cranes - it was the best fit for our use and purpose. Not only did it meet our requirements, the link to EROAD's auditable GPS tracking for transport cost validation was a real bonus," she explains.

Specialised heavy haulage

HEB Construction is part of the Vinci Construction Group, a leading public works contractor. It has an internal division, HEB Transport, that is a heavy haulage business in every sense of the word.

It serves HEB Construction in moving its own specialized equipment - including large cranes and earth moving equipment - plus carting up to 60m precast concrete beams to sites all over the country. It also services the specialist needs of a range of customers - including McLeods - with a high level of compliance and proof of delivery required.

"Being able to have all our GPS data in vWork and then link it through to our invoicing provides the auditable trail we need for compliance with our partners," explains Nick Monk, HEB Transport and Logistics Manager. "As we are currently implementing a major ERP solution we haven't got full integration with our accounting systems as yet, but that is in plan."

HEB runs thirteen drivers, plus sub contractors. Simplicity was a big consideration in selecting a dispatch solution.

vWork proved really easy for drivers to use

"Our drivers are experts at driving a truck but we were now asking them to learn to do something else on top of that," Nick says. "However, with vWork they just need to tap the phone four times - start, load, deliver, finish - backed by built in alerts - so no step is missed. With just a bit of training everyone has picked it up really well.

"I do have to say, though, that the work put in by the vWork team to support us was amazing. They were very patient through the selection and signing process, gave great training and if we ever need support someone is there for you - we always get an answer."

Sally also reports their dispatcher picked up using vWork straight away and it is a huge relief for them not having to sort through all that paper.

Freed up hours

"Before, no one had visibility as to where any one driver was. Now we have full visibility, all in one place, plus all the information we need for compliance and reporting. That includes being able to provide auditable, GPS tracked mileage and photographic proof of delivery on a proforma invoice that is delivered to the customer within half an hour of the job being completed"

Sally also cites the built in flexibility of vWorks templates as adding unseen value. "The fact you can do this on your own with no coding or additional support needed has been really beneficial. Our IT team has also found the standard APIs easy to work with which made installation easy.

"We have freed up hours of work and are getting amazing value out of vWork - and we really have gone paperless."

NICK MONK, HEB TRANSPORT AND LOGISTICS MANAGER



VWORK IN NUMBERS

- Over 450,00 jobs scheduled each month
- 4,600+ active users
- Customers in 12 countries