



ASAP LOGISTICS

Providing exceptional service on all deliveries

Goal

To move away from paper tickets, continue business momentum and provide customers with the same exceptional service during COVID-19.



Solution

vWork was introduced to the business for its ability to:

- Improve existing job management processes
- Enhance existing dispatch processes by implementing a self-service Customer Portal.
- Provide ongoing technical support
- Grow the number of jobs ASAP Logistics can manage with their existing workforce.

Benefits

- Time saved by dispatchers to work on other tasks
- Faster deliveries to customers without a compromise on quality
- Improved invoicing and a move away from an outdated ticketing system 1
- Enhanced job visibility for all ASAP Logistics drivers.

Results

Since joining vWork, overall dispatch speed has increased and the team have had more time to work on other tasks

The number of jobs they manage has increased since first introducing online booking through the self-service customer portal.

“Job dispatching is definitely quicker and it has given us the opportunity to build awesome customer relationships where they have the ability to see if a job has started or not. The reporting measures are quite extraordinary.”

Jiten Lal, Managing Director, ASAP Logistics



Saving time during difficult times

COVID-19 has significantly impacted delivery timeframes. Requirements like physical distancing, contactless pickup and delivery and other safety measures have had an effect on the efficiency of most courier companies. But that hasn't stopped ASAP Logistics from looking to up the ante.

The company provides full service point-to-point courier services for emergency same day deliveries. Their brand promise to customers is a 60-90 minute delivery timeframe.

ASAP Logistics looked to improve their dispatching processes in order to ensure their customers were not impacted and they were able to fulfill their brand promise.

Improved delivery visibility for customers

Since ASAP Logistics started using vWork, customers have been able to take advantage of the self-service portal, booking jobs for themselves directly into ASAP Logistics vWork account. This has increased the number of daily jobs booked and given customers delivery visibility they didn't have previously.

Managing Director, Jiten Lal says his customers are delighted with the option to book and see job progress.

“Our total number of jobs has increased since we introduced online booking through the customer portal. It has given us the opportunity to build awesome customer relationships where they have the ability to see if a job has started or not.”

The time savings have been significant, with dispatchers not only dispatching jobs faster but also receiving less phone calls from customers looking for an update on their delivery. Their staff now have more time to spend on other tasks that weren't previously possible.

Seamless onboarding for staff and drivers

Using vWork has, in Jiten's words, been "smooth running".

"For the business as a whole, getting up and running on vWork has been easy. Some of our workers aren't overly technical or experienced using apps, so training became a key component of the rollout."

"The vWork team came into the office and held a training session which helped immensely. Once they got the hang of using the app the entire process was nice and easy."

Jiten says ASAP Logistics plan to continue using vWork and build a strong working relationship over the coming months and years.

"There are so many other features that vWork offers and we will look to introduce online invoicing in the near future. This will help us move away from our existing manual process and enhance our customer experience even further."

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ASAP LOGISTICS

10
field workers

Over
4,000 JOBS
dispatched each
month

More than
150
happy customers

vWORK IN NUMBERS

- Over 450,000 jobs scheduled each month
- 4,600+ active users
- Customers in 12 countries

