

C-TRACK

drives down UK costs

Thames Water, the largest water and wastewater services supplier in the UK, has achieved substantial reductions in fuel consumption following the installation last year of a vehicle tracking and fleet management system across approximately 1 200 fleet vehicles. The solution, utilising DigiCore's C-track system as part of a wider efficiency programme, has



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enabled Thames Water to cut fuel usage by almost ten per cent, equating to 161 000 litres of diesel fuel.

In addition, significant environmental benefits have also been realised as a result of these fleet savings, with a reduction in carbon dioxide (CO²) emissions of approximately 429 tons. Thames Water is committed to achieving best practice in environmental management, and this CO² cut forms part of its drive to minimise greenhouse gas emissions.

Last year, Thames Water selected DigiCore to develop a telematics-based vehicle tracking and fleet management solution that would support the company's ongoing efficiency programme through the optimisation of its fleet operation. C-track – DigiCore's response to the Thames Water challenge – is a sophisticated fleet management system that adopts the latest technology to provide a comprehensive real-time vehicle management tool. This proven solution provides vital information about mobile assets and workforce, and offers a scalable mobile solution that meets the complex needs of car, van and commercial vehicle fleet operators.

To date, the C-track solution has been installed in approximately 1 200 vehicles operated by the company's service engineers. It is designed to allow Thames Water to increase productivity, reduce overheads and achieve tangible operating efficiencies.

RELIABLE rentals

DigiCore's C-track has raised safety and customer service levels at Woodford Vehicle Rentals in Pinetown, while simultaneously ensuring a decrease in vehicle abuse, fuel consumption and accidents.

Pinetown-based Woodford Motors, trading as Woodford Vehicle Rentals, does more than its name suggests. Over and above commercial vehicle rentals, the company also provides transport, distribution and other logistics-related services.

Only five years old, Woodford already harbours a fleet of 150 commercial vehicles, from bakkies to heavy trucks. A year ago, the company decided to trial DigiCore's C-track system. "We started on a trial basis, and the system sold itself. It has given us complete control of our fleet, and we couldn't do without it today," reports director, Owais Suleman. The system has been fitted to 50 vehicles – particularly those used for distribution and provided under rental contracts that include a driver. Suleman is determined to fit C-track into every new vehicle that enters the fleet.

"C-track has allowed us to eliminate driver abuse, as well as helping us to avoid hijackings," Suleman attests. He details a recent case where a driver reported that he was being followed, and, via the tracking system, Suleman was able put a private

security company on the vehicle's trail. "When the hijackers pounced, the security company was able to cut them off, allowing our vehicle and cargo to escape," he declares. "I also know that even if we had failed to prevent the incident, I would have been able to immobilise the vehicle from a remote location. The C-track system has assisted us in a number of other panic situations too," he adds.

Fuel consumption levels have also benefited from the installation of C-track, as has Woodford's accident ratio. "We are able to provide much better service as a result of the management capabilities of C-track. When a customer enquires about the whereabouts of a vehicle, I am no longer dumbstruck – I have the information the client needs in front of me," continues Suleman.

"The system is excellent; I can't see any operation running professionally without it," says Suleman. And it is not just the product, but also DigiCore's service that has made an impression. "The service we have received has been fantastic, both during office hours and after hours," he concludes.