


The 5 common mistakes made in aggregates

...and how to solve them with technology





**“The price of doing
the same old thing
is far higher than the
price of change”**

Bill Clinton



The speed of digitisation in our lives is accelerating at a pace never seen before. Arguably kick-started by our demand for online shopping over the last decade and accelerated by a global pandemic, the bar for customer expectations has significantly risen in both our private and business lives.

But what effect has this digitisation had on aggregates suppliers? What mistakes are being made, and how are they being overlooked?

In this short guide we aim to highlight five common mistakes driven by a lack of digitisation and demonstrate how modern 'connected' technologies can transform your business operation. Read on for top tips on how to stay ahead of your competitors and start working faster, smarter and safer...

FASTER 
SMARTER 
SAFER 





— 1. Manually planning your daily jobs

The problem

For aggregates operations effective time management is critical. A delayed or wasted order can be critical in lost revenue.

Many aggregates companies typically manage their daily workload using manual processes such as spreadsheets or post-it notes on a whiteboard.

This can make load planning and job management incredibly challenging, especially when a last-minute order comes in and the day's planning has to be rearranged.



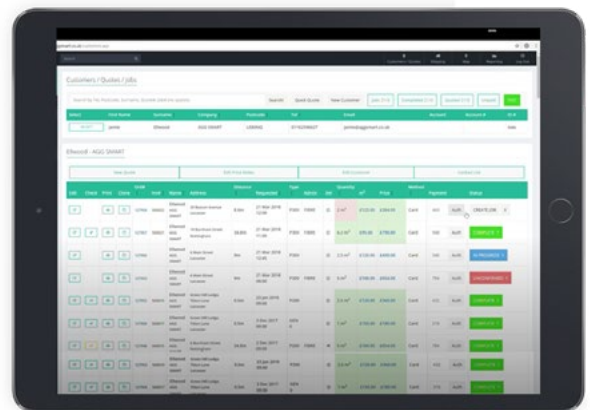
The digital solution



Digitising workflow and job management speeds up planning, helps to improve customer service levels, and allows aggregates operators to complete more daily jobs!

Modern cloud-based shipping software allows operators to plan all jobs/routes for the day and in a few simple clicks, while easily reacting to those troublesome last-minute job requests!

Webfleet Solutions has seen businesses that have moved to a digital planning process complete up to 25% more jobs in a day while using the same assets, driving significant extra revenue into the business.





2. Using paper delivery dockets

The problem

For aggregates it's normal to see variations in the volume of concrete delivered on site from the initial order quantity. To keep a track of these variations operators typically use paper dockets. Although this may seem like an effective solution for a 10-vehicle fleet, when completing three jobs per day this could equate to 150 dockets per week!

With this amount of paperwork it's also incredibly easy for dockets to become damaged or lost completely, resulting in delayed invoicing or even no invoicing at all. Even if the order is paid up front, accounts teams must chase payment for outstanding volume amounts. This has a significant impact on business cash flow and can negatively impact revenue.



The digital solution



By utilising electronic proof of delivery (ePOD), delivery amounts can be amended on site with invoices being sent instantly and as soon as you've got the foreman's signature. This eradicates lost revenue due to misplaced dockets and means you can get paid even quicker for every job completed.

Businesses moving to ePOD can typically see a reduction in debtor days of up to 14 days!



Technology driving the change...

A brief overview of 'connected' fleet management technology for aggregates



Paperless workflow shipping software can be installed onto in-cab devices so drivers receive up-to-date job details. Less paperwork can speed up jobs and offers full service transparency for your customers.



Remote Tachograph downloads helps businesses to keep track of compliance regulation deadlines and get timely social infringement alerts. Know exactly how much time your employees spend on the road, on-site or with your customers.



The hub communicates with all the devices in the vehicle, pulling everything together and remotely presenting the data in one, easy-to use interface.





Driver behaviour is monitored with feedback sent to managers, helping them to work in collaboration with drivers to improve safety standards and cut operational costs. Live in-cab feedback educates drivers in real-time of areas to improve.




Connected driver terminals allow companies to assign jobs to drivers dynamically. Drivers receive job details and are automatically navigated to customers' premises, with devices taking into consideration live traffic data.



Cameras give visibility from your vehicles on the road, providing video evidence for insurance claims/disputes and helping improve driver safety. They can also be used to prove delivery of good and services to a customer premises and safeguard your drivers when on-site.

Image designed by macrovector / Freepik



3. Inaccurate proof of mix

The problem

Keeping an accurate audit trail of concrete composition is incredibly important to be able to prove integrity and gain the BSI kitemark.

This can be difficult for jobs completed 6 months ago where the integrity of the concrete is now being questioned (especially if the docket has been lost).

If you're unable to prove the concrete was made to specification it may result in customer refunds and revenue loss.



The digital solution

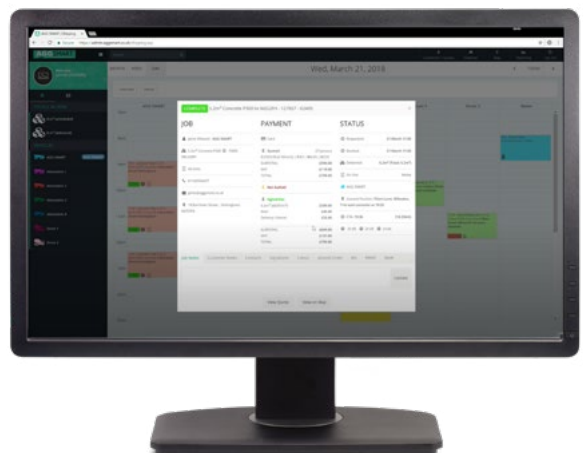


&  **webfleet**

Keeping a complete electronic history of all your jobs helps you to stay in check with BSI requirements.

By using a digital job management platform operators can log detailed events such as when a foreman asks for additional water to be added to the mix, or the site temperature during the time of delivery.

This level of detail provides a complete audit trail that deliveries were made to specification and protects your business' reputation.





4. Accidents on site and on the road

The problem

Drivers often work alone and in hazardous environments, one of which are the roads themselves. Often when a collision occurs large vehicle drivers will be blamed regardless of whether they were at fault or not, resulting in unnecessary settlements and increased insurance premiums.

When on-site it's often difficult to get a view of the truth when an incident occurs, especially given this may happen at any angle around the vehicle.



The digital solution

MANTIS™ & **webfleet**

Multi-camera vehicle CCTV systems are essential to protect your fleet AND your drivers. They not only give you the evidence you need when one of your drivers is involved in a collision that wasn't their fault, but also allow you to prove to your customers that your load was delivered to a safe location on site.

Camera solutions can also provide a solid framework for safety training and encouraging a culture of wellbeing and a sound duty of care.





5. Reactive vehicle maintenance

The problem

Put simply, reactive vehicle maintenance can lead to vehicle downtime. Vehicle downtime impacts various aspects of your business. It can have an impact on the total cost of ownership, revenue, and even your reputation. It also challenges the office as they try and reschedule and reorder the days jobs to compensate.



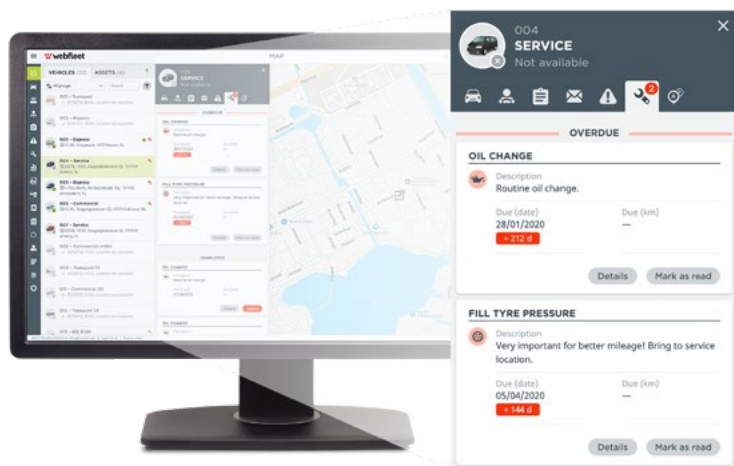
The digital solution



& **webfleet**

Daily vehicle inspections help businesses to stay compliant with regulation, but also ensure the safety of your drivers before they go out on the roads. Using paper to check vehicle health manually is time consuming, increases human error, risk getting lost or damaged, as well as takes away from more critical tasks. Digitising vehicle inspections can increase fleet efficiency and provide accurate reporting.

Technology is also available that connects directly to the vehicle FMS interface allowing remote reporting of any vehicle warning lights. This can also feedback information on Ad-Blue levels and allow users to setup automatic service reminders.





Wrightmix

Discover how Wright Mix digitised thier business operations with WEBFLEET and AGGSMART to increase prodcutivity by 25%

The Company

Founded in 2005, Wright Mix is the leading supplier of screed and ready mix concrete in Leicestershire. They mix product on site, reducing waste and ensuring their customers only pay for what they deliver.

The Challenge

Wright Mix were operating a manual booking and scheduling system and were communicating with drivers by mobile phone. As the company grew both their fleet of vehicles and customer base, they began to realise that their paper-based systems were no longer practical. Manual administration was very time consuming for the back office team, lead to customer service challenges and did not make the most of their capacity. Customer payment was usually in the form of cash or cheque, resulting in a heavy administration burden and often issues with bad debt.

Wright Mix wanted a system to help their day-to-day shipping and ordering process that gave them the flexibility to serve their customers in a dynamic environment and created traceability and efficiency for their drivers and office staff.

The Solution

Having initially introduced WEBFLEET vehicle tracking technology from Webfleet Solutions, the company added PRO driver terminals and integrated the telematics solution with an advanced booking and scheduling interface called AGGSMART.

Developed expressly for the aggregates market, AGGSMART works throughout the whole Wright Mix sales and fulfilment process, from quotation and ordering, to scheduling, dispatch and delivery and finally billing and payment. The system enables sales agents to accurately advise customers on what and how much material they need by following a series of questions. Following pre-authorisation of payment, a job can be “dragged and dropped” into a specific timeslot within the dynamic scheduling system.

All delivery jobs are sent through to each volumetric mixer truck via WEBFLEET system. The job appears on the screen of the driver’s PRO8 driver terminal. Once accepted, directions are automatically plugged into the PRO8 navigation software, giving the driver, office and customer an accurate ETA.

“Before we had WEBFLEET and AGGSMART, I was constantly on the phone to customers and drivers – the days were so frantic. Now, the office is very calm and I never miss a call,” explains Peter Harris, Operations Manager at Wright Mix.

The solution gives the team a complete overview of all jobs across all vehicles, enabling total flexibility and the ability to arrange the schedule to maximise the use of their capacity. It also gives the customer a specific timeslot.

If a customer needs a delivery earlier or later than scheduled, or has an urgent new order, the

system can adjust the schedule without losing any time, while updating customers throughout the process.

WEBFLEET talks to AGGSMART through the whole delivery process, so that the driver is able to check the level of pre-authorised payment before dropping the concrete or screed. The customer is asked to sign the screen to record arrival time on site and the start and completion of the delivery.

The exact volume of product delivered to the customer is then recorded in the AGGSMART app which enables Wright Mix’s accounting system (also integrated) to automatically bill the customer using the preauthorised payment method.

WEBFLEET and AGGSMART now work in tandem to provide advanced scheduling, dynamic job dispatch and workflow, automatic billing, accurate customer ETAs and digital signature capture.

- *25% increase in productivity (average jobs per vehicle per day have increased from four to at least five)*
- *Streamlined processes and reduced administration hours*
- *Removal of paperwork*
- *Significant reduction in bad debt*

“The efficiency and flexibility of our booking, dispatch, delivery and administration systems has allowed us to stay lean and pass on this efficiency to customers in the form of excellent service with reasonable pricing,” says Peter.



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