



At a Glance:

Industry

- Freight Logistics

Challenge

- 10,000 POD documents per day.

Administrative cost of:

- in-putting proof of delivery
- physically posting delivery documents

Risks of loss and inaccuracy from manual in-put.

Storage of insurance and supplier invoice documents.

Disaster recovery planning

Solution

- Hitec's document imaging, archiving and retrieval solutions reduce physical space needed for document storage.
- Scanstation software at remote locations improves speed and accuracy of delivery evidence.
- Hitec's Datastore®32 enables customers to view images of PODs online.



Hitec DataStore®32 helps keep Christian Salvesen's documentation on the move.

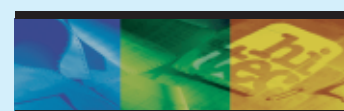
Christian Salvesen is one of the largest, and most recognised, logistics enterprises in Europe. The company's Transport Services United Kingdom operation employs a fleet of 1,000 trucks and 1,500 trailers to deliver a range of logistics services to companies of all sizes. The company operates from a network of over 30 geographically dispersed sites, as well as customers' premises, offering next day delivery capability of both palletised and non-palletised products. Consignments are tracked from point of collection through to signed-for delivery.

The Challenge:

Christian Salvesen Transport UK makes over 10,000 deliveries each day. While scanning technology is currently used for fixed deliveries, the majority of deliveries still have paper-based documentation associated with them. The cost of inputting data onto a central database and physically returning the documentation to the 'Owning' Branch for archiving was significant and prone to error. The task typically took the time of half a person at each site. Simon Bickers, General Manager of Business Systems Support, identified several different document management requirements for handling the storage of Proof of Delivery (POD) documentation, along with the inevitable storage problems associated with both Supplier and Customer invoices and a range of other document storage challenges. Christian Salvesen recognised the need to investigate the market for a suitable, automated alternative to paper-based document management.

The Solution:

The company issued a requirements specification document and invited suppliers to tender for the solution. An initial list of eight companies was short-listed to three, with Hitec finally chosen to supply a solution based on its DataStore®32 product. Hitec undertook some customisation of its solutions to meet Christian Salvesen's requirements. As Simon Bickers explains, "We were interested in a solution that met all our requirements, for providing accurate records of delivery, as well as



storing the company's transactional records. Hitec impressed us with the quality of their tender and by providing access to a customer reference in the same line of business as us."

DataStore®32 document imaging, archive and retrieval is a powerful, enterprise wide solution, designed to capture paper-based information electronically. It provides a secure archive, management and retrieval process for all forms of electronic documents. Christian Salvesen has incorporated scanning technology, using Hitec's Scanstation software, into its operational process at each site. Hitec consultants helped create a number of mechanisms for inputting data; from full document scans at the branch using barcodes printed on the PODs through system interfaces to full document scanning and manual indexing. The data files are sent via FTP transfer to the central database, which means that customers' documents are available on-line immediately for customers to view using Christian Salvesen's own SHARPNet consignment track and trace system.

Simon Bickers continued, "Scanning the documents not only prevents loss of the physical pieces of paper somewhere in the system, but improves the accuracy of data input. What's more, the images are available online for our customers to check and, if necessary, we can provide immediate proof of delivery to their customers."

The primary benefit for Christian Salvesen is a faster, more efficient and more accurate record of the delivery – reducing administrative costs and resulting in better customer service. The company also makes significant savings against its document warehousing and archiving overhead, and benefits from improved disaster recovery planning.

The Future:

Christian Salvesen and Hitec are continuing to develop the capabilities of the system to add even more value to the logistics enterprise. An exciting new development is the move to electronic signature capture using hand-held devices and the presentation of PODs complete with the captured signature that meets customers' retrospective POD retrieval aspirations. This will enable Christian Salvesen to eliminate paperwork in the pallet delivery market.

In the meantime, Hitec continues to provide valuable support and services to Christian Salvesen. Simon Bickers considers the relationship to be strong and enduring, "We worked with Hitec to establish a firm understanding of our needs at the outset. We have a good relationship and know that we will get a quick response to any issues that arise."

DataStore®32 is the registered trademark of Hitec (Laboratories) Ltd.

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