

# PROTEO

## CASE STUDY : WILLIAMS TRANSPORT



### Williams Transport, UK

#### Project:

### Deploying an end to end transport management solution for smart haulage management.

#### The Client:

Based out of Cambridgeshire, Williams Transport is an ever expanding family owned business with 90 employees, very modern fleet of 65 vehicles and an impressive 120 trailers. Williams

specialises in transporting all manner of goods throughout the UK and Europe. A forward looking attitude backed by over 43 years of experience in the road haulage business has helped Williams Transport to grow and ensure customer satisfaction on all their projects. Their mission is to grow while working closely with all their customers and go the extra mile to ensure all the customer requirements are met.

#### The Requirement - Need for a one stop TMS:

The businesses that learn to adapt and make changes to keep up with the times and emerging technology are the ones that survive the test of time and stay ahead in the game.

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With fierce competition and the ever increasing expectations of the customers, switching to a comprehensive Transport Management System (TMS) became a need for Williams Transport. In addition, road haulage is a low margin industry and the need for tracking hidden costs and keeping overheads down became crucial. The people at the helm of Williams Transport realized this. Though proud of their business's heritage, they were also eager to propel Williams Transport to the forefront of the Haulage industry.

### **The Challenge - Selection Criteria:**

To establish systems that would save time, save man hours and improve accuracy thus enabling easier identification and control of costs, improve efficiency and reduce errors, while going totally paperless and having a secure operations platform. Williams Transport was especially keen on a web based system that allowed secure access from anywhere and eliminated need for on premise server setups. Another concern Williams wanted to address was delivering better accountability and levels of service to their increasingly demanding customers. Deeper insights and greater levels of visibility and

controls over the entire operations were also a high priority.

### **The Solution – Proteo Enterprise:**

Proteo's order to invoice transport operations management system – Proteo Enterprise - is designed to allow Hauliers of all sizes to control every aspect of their business operations. Client Portal allows Haulier's customers to securely login, view all their jobs status in real time and enter and edit jobs directly which the Haulier can then accept, thus eliminating need for constant in-person communication and builds customers trust and confidence in the Haulier's services. It fully integrates with Proteo Fleet and provides complete vehicle telematics and live fleet tracking capabilities and GPS enabled tracking. Real-time information availability through the Arrivals board helps Hauliers view their complete operations' status live and make quick decisions in case of delays and other unforeseen issues. Smart route planning, easy to use UI and accessibility through any device because of Proteo Enterprise being organised on the cloud are other major draws to this versatile, comprehensive, one stop TMS.

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### The Benefits – One TMS that does it all:

The major overhaul of operations by Proteo Enterprise has immediately caused substantial saving of time and resources for Williams Transport. The ease of driver management and sending jobs to them everyday has reduced time and effort at the back end and the drivers have accurate information to act on and update. All data gets updated instantly to the system and there is no end of day reconciliation required. Proteo integrates well with systems like SAGE to extend the business's reach and push data directly for accounting, thus making invoicing and accounting a breeze.

Facilities like map based route and schedule planning, accounting for extras, instant invoicing, electronic proof of delivery system, complete pallet management, order management, insightful reports and diagnostics make Proteo the number one choice for Hauliers like Williams Transport who want to be the industry leaders.

### Find Out More:

<https://proteo.co.uk/features/#arrivals-board>  
<https://proteo.co.uk/resources>

### The client's opinion?

According to Andy Williams, Managing Director of Williams Transport:

"Since deploying Proteo Enterprise we are noticing how much time we are saving in the traffic office and in the accounts. The more we use it the more time we are saving, The ease of sending the drivers there jobs through the app is fantastic, it eliminates mistakes as they have all the information in front of them. And the customer portal is great as our customers can log on to see delivery notes and input jobs. Moving forward with Proteo will save us time & money."