

# Proteo ETA Board

## **The Problem:**

*Customer service is at the heart of a transport company's business model. Customers expect faster deliveries from their transport company as well as expecting full visibility of progress. It becomes very stressful for planners to continuously track where their vehicles are and calculate when they will reach customers, while juggling never-ending customer calls asking for updates. Not to mention the additional complexities due to delay at any of the en-route stop points.*

*Even if they could miraculously somehow manage all this, traffic on UK roads is an untamable beast which can trample the best-laid plans. All this leads to a stressed out planner, an irate customer and a potential of fines or lost business for the haulier. In a time when you are being asked to do more, and give more to your customers for ever reducing margins you need to take on our solution, introducing Proteo ETA.*

## **Introducing Proteo ETA Board**

*A one stop interface where a planner can easily see where his drivers currently are and when they would be reaching the delivery location*

- *Ability to filter and drill-down gives him easy access to the data that he needs.*
- *The ETAs are automatically calculated and even adjusted for the remaining route, if there are any unexpected delays.*
- *ETA's are shown for all your loads that are out for delivery that day, **even Multi Drops***
- *Planners can add the ETAs as comments for the customers, pre-empting their calls*
- *Your customers can also monitor its own vehicles and plan accordingly, leading to a much-satisfied customer.*
- *Your customers can have full visibility of all the work that you are delivering for them, they can see any comments added to a late delivery, stopping them having to call for the information.*

The Proteo logo consists of the word "PROTEO" in a bold, sans-serif font. The letters "PRO" are colored red, and the letters "TEO" are colored black.