

Keeping on track



To streamline and increase efficiency of their operations, **R&J Tilt Tray Truck Hire** of Mackay, Queensland, recently installed the **Tracks Gear** wireless fleet management system, with a view to expanding across more vehicles over time.

A key deciding factor for Doug Elgar, Managing Director of R&J Tilt Trays, was the proven capabilities of the system. Tracks Gear offer the WebTech Wireless Quadrant System from

the office to communicate with drivers for allocation of new jobs as they arise without resorting to expensive phone calls. "We can send a message to a driver and have a confirmed receipt

Health and Safety requirements," said Doug.

"We've only just begun to use this system. But the ability for it to evolve as we do is an important aspect. Our request

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Canada, a system which operates over 30,000 locators across 41 countries. "The locators not only tell us where the vehicles are, but also where they have been and for how long. The Tracks Gear system aids with our pricing structure, as we are able to pinpoint loading times and travel distances extremely accurately, as well as handle customer queries on the spot. Just the other day I was able to print a picture for a customer of exactly where their goods were," said Doug.

As well as the locators, mobile data terminals have been fitted, enabling

and response within seconds," said Doug. Canned status messages may be programmed for drivers to advise of such incidents as delays, accidents or an intention to return to depot. "Tailored forms such as sign-on procedures and messages specific to our business can be incorporated as the need arises." Tracks Gear's system also addresses fatigue and on-duty time management. "It's crucial that drivers take the rest breaks they are entitled to. With this system I can track when they've taken their breaks, for how long and ensure we're complying with Occupational

to work on integrating the system with our website, so customers may track their items at any time, is an example of Tracks Gear working closely with us to ensure our needs are being met." **TBB**

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"It's crucial that drivers take the rest breaks they are entitled to. With this system I can track when they've taken their breaks, for how long and ensure we're complying with Occupational Health and Safety requirements," said Doug Elgar, R&J Tilt Tray Truck Hire.

