

SMH uses Datalogic's Memor™ 10 to save time looking for cars

A mobile asset management solution manages thousands of vehicles at huge sites.



SMH Fleet Solutions specialises in vehicle management and vehicle logistics. They work with motor manufacturers and major leasing companies and look after company cars for many blue-chip clients.

With over 25 years of fleet management experience, SMH is recognised by the UK motor industry for consistently delivering the highest standards in vehicle management and logistics. SMH's corporate vehicle support services include demonstration, company cars, pool fleet and press vehicle management as well as car transporter and individual driver vehicle movements.

Objective

To know exactly where every car is located.

Approach

Implement a customised vehicle tracking system that would integrate with the SMH core vehicle management system.

Solution

An asset-tracking system based on Asset-I from Expert Peripheral Designs and Datalogic's Memor 10 handheld computers, installed at five sites.

SMH manages the logistics of over 150,000 cars per year - inbound and outbound movements, inspections, repairs and vehicle preparation. Their key objective is always to provide the best possible service to their customers, without compromise.

Know the location of every car

Given the value and importance of the vehicles they work with, to have any doubts over a car's location is not an option. SMH must know where every car is, at any time, to ensure smooth operation of the business. A single lost car could waste many man-hours or days, and this is avoidable if a tracking process is used.

Results

- Accurate location data for every vehicle: site, zone, lane and bay
- Vehicle management system updated in real-time
- Quick access to vehicle data by scanning barcodes
- Many hours of staff time saved – no need to walk around large sites
- System installed at five sites: Worcester, Chorley, Bedford, Throckmorton and Gloucester



“To go and search for a vehicle could take hours and might compromise on the prompt and efficient service our customers have come to expect. We needed a tracking process to speed this up.”

Martin McCauley
Director, SMH Fleet Solutions

Tracking vehicles and updating data

SMH already knew ExPD, a Diamond partner of Datalogic, and were aware of their experience with airport car parks. ExPD built a customised vehicle tracking solution for SMH based on their Asset-i product. Asset-i is a web-based asset tracking system where the assets, in this case cars uniquely identified by their VIN number, are barcoded and scanned to make their respective identification quick and intuitive.

Asset-i can locate vehicles on many levels and is integrated with SMH's vehicle management system. It provides accurate location data for every vehicle, daily reporting and alerts to ensure that cars are where they should be at all times.

SMH chose Datalogic's Memor 10 handheld computers to scan the barcodes on the cars. Every time a vehicle is moved or "touched", for example when a vehicle is inspected or audited, the database is updated.

Mobile scanning makes a difference

Any changes or new information are recorded in real-time, which brought an immediate reduction in time spent looking for "lost" cars.

SMH found an unexpected benefit - if a car should arrive at a site where it is not supposed to be, they can take action straight away. This saves time sorting out incorrect records later on.

Now that each car has a barcode ID label, it just needs a quick scan to access the full details of the vehicle instead of using the old system when a member of the staff would hand write the VIN and walk back to the office to look up the vehicle's details.

"We always knew that implementing a system of this size into our live operation was going to be a challenge. We now have absolute visibility of our car movements and locations, and our staff have embraced the time they have been able to save since the new system arrived," said Martin McCauley, Director of SMH Fleet Solutions.

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