

Directions

From The Leaders in Routing and Scheduling Technology

Christian Salvesen selects Multi User Paragon for Goodyear Dunlop

The nationwide distribution of 150,000 tyres a week by Goodyear Dunlop, in partnership with Christian Salvesen, sees Paragon's Multi User routing and scheduling software enhancing next day delivery. By making the switch to centralised planning, while maintaining fast efficient scheduling for national next day delivery, Multi User Paragon has extended the operation's routing and scheduling capabilities to achieve new levels of efficiency and customer service.

When Christian Salvesen won the contract to transform the eight-depot, 89 vehicle operation delivering more than seven million tyres a year to retailers, car manufacturers, garages and wholesalers, Paragon was selected to

aid the streamlining process. Already in use at a regional level, the Paragon system was expanded to include Multi User and Multi Depot capabilities to help Christian Salvesen manage and meet the tight delivery deadlines of this much larger networked operation.

At Goodyear Dunlop's new 46,000 sq. m. national distribution centre, TyreFort in Birmingham, Paragon is used to route and schedule up to 5,000 calls a day. By allowing transport planners to work concurrently, Multi User Paragon ensures that information for all orders received by 5:30 pm can be downloaded to the system managing the picking process in time for nationwide delivery the next day.

The distribution data is then fed into Christian Salvesen's bespoke SHARPnet system, which can make delivery information available to customers on the internet.

"The sheer volume of calls to be scheduled in a short space of time makes the daily use of Multi User Paragon integral to this operation," says Richard Bevan of

Christian Salvesen. "By drastically reducing planning time, the system is also proving itself as a customer service tool by enhancing our next-day delivery service which is a key element of Goodyear Dunlop's long-term commitment to improving customer service."



Exel Comet chooses Paragon Integrated Fleets for nationwide distribution

Exel has purchased Paragon's Integrated Fleets scheduling software to manage the delivery of Comet products by a fleet of over 60 vehicles from four UK distribution centres to 251 stores located throughout the UK. With the added element of routing product transfers to 19 service centres and 16 home delivery platforms as well as managing trunking routes and supplier collections, Exel Comet needed a flexible solution that could be relied upon to provide effective routes and schedules. As a result, Exel Comet turned to Paragon to replace its previous routing and scheduling system.



Planning for the Working Time Directive

The Working Time Directive, due to become law in March 2005, is one of the major issues currently facing the logistics industry and, in preparation for its introduction, Paragon has been taking part in a series of seminars highlighting the key issues surrounding the new legislation.

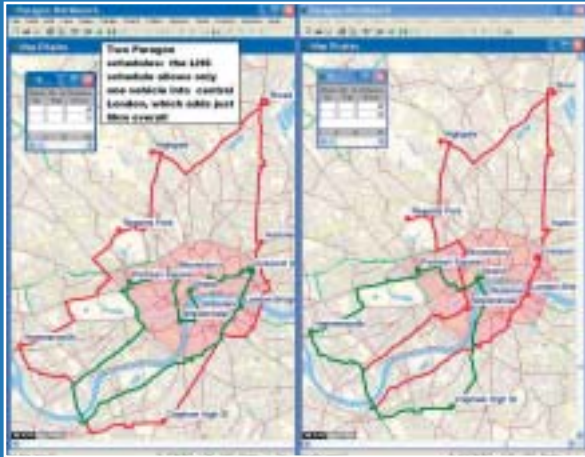
Talking to logistics providers, hauliers, own account operators and supply chain professionals from a wide range of industry sectors, Paragon has delivered a series of case study presentations showing how its routing and scheduling software can help companies assess the impact of the Directive and mitigate its effect. By automatically generating transport schedules compliant with the new legislation's shift-related restrictions, Paragon software provides practical assistance in handling its constraints. More than this, the software enables the effect of shorter driver shifts, enforced by the Directive's introduction, to be modelled and quantified in a range of situations, highlighting the most efficient rostering options.

"It is important that logistics operators start preparing now for the introduction of the Working Time Directive", says Phil Ingham, Paragon's Support Director. "By analysing alternative transport options, service levels and shift combinations, Paragon will help companies minimise the additional operating costs that are being widely predicted by the logistics industry."

ALSO IN THIS ISSUE

- ➔ TRACKER Network saves 22% of fuel costs
- ➔ Blackheath Products cuts mileage by 20%

Capital Solution to Congestion Charge



“ We envisage a trade-off between sending less vehicles into the charge zone and the additional mileage and fleet costs that transport operators will incur as a result ”

RICHARD STREET,
PARAGON'S SOFTWARE DEVELOPMENT
DIRECTOR

Earlier this year, in readiness for the introduction of the London congestion charge, Paragon updated its software to enable transport managers to monitor and control its impact. With a roadmap defining the charging zone now programmed into the software, users are able to specify which vehicles are permitted to cross the boundary line. As well as limiting the congestion charges incurred, this will also identify changes to the overall daily mileage and associated costs, so highlighting the cost

impact of these constraints. “We made this change to the software in advance of the launch of the London congestion charge because companies need to plan ahead,” says Richard Street, Software Development Director. “We envisage a trade-off between sending less vehicles into the charge zone and the additional mileage and fleet costs that transport operators will incur as a result. The enhancements we have made to our software will help companies identify and implement the best policy.”

Blackheath Products cuts mileage by 20%

“ With our current volumes, if we didn't have Paragon we wouldn't be able to route all the orders in time, or at the same efficiency levels that Paragon gives us ”

SEAN DEVINE
IT MANAGER OF BLACKHEATH PRODUCTS



Purchased by Blackheath Products in preparation for a major expansion programme, Paragon has provided a consistent routing and scheduling solution for the company's distribution of Formica laminate, kitchen and flooring products to trade establishments throughout the UK. As well as supporting an expansion plan that saw the operation double in size, using Paragon has reduced planning time by 75%, increased vehicle utilisation and resulted in fuel and mileage savings of up to 20%. In addition, the system provides a cost-effective solution to problems caused by having two categories of product – kitchen products and sheet

materials – that are stored and routed separately. Once orders are downloaded from Blackheath's accounting and sales order system, Paragon filters and flags requests for each product type and ensures that two different vehicles aren't sent to the same location on the same day. “Paragon enabled us to double our business without putting undue pressure on our route planning function”, comments Sean Devine, IT Manager of Blackheath Products. “With our current volumes, if we didn't have Paragon we wouldn't be able to route all the orders in time, or at the same efficiency levels that Paragon gives us.”

TRACKER 22% of fu



Using Paragon software to allocate service engineer time windows has reduced TRACKER Network's fuel bill by 22%. With 26 service management engineers responsible for 450,000 vehicle tracking and fleet management systems installed throughout the UK, Paragon's automated planning and intelligent time window allocation has resulted in faster more efficient scheduling, whilst maintaining high service levels and providing increased flexibility.

Previously reliant on a select team of planners, each using their geographical knowledge to schedule call-out requests, TRACKER introduced Paragon software at its Uxbridge-based planning centre for the daily scheduling of its national operation. Interfaced directly with TRACKER's own in-house order management system – SpeedSale – Paragon software plans a rolling seven-day schedule for each service engineer. When processing customer requests, the system works out several routing options before generating a list of available dates and time windows. These are then sorted by Paragon in increasing order of cost, depending on proximity to calls already logged in the part-built schedule. This enables planners to offer cost-effective booking options to the customer.

“The direct link between our service booking system and Paragon means we can avoid offering customer appointments that don't fit



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DENIS MURPHY, TR

ER saves fuel costs



efficiently with other visits already planned”, comments Denis Murphy, Operations Manager. “As a result of using Paragon-calculated time windows we have achieved a 22% reduction in fuel costs.”

In addition to the cost benefit of only booking service visits that are known to fit efficiently with other calls already committed, the introduction of Paragon has also provided several additional service improvements. Emergency call-outs can now be booked at any time and, if necessary, by employees outside the planning team; there is less reliance on the skills of individuals; and the daily planning process is much less fraught than previously – all of which are having a positive impact on TRACKER Network’s nationwide service operation.

“TRACKER Network is an excellent example of how using Paragon software to allocate customer time windows can result in significant cost savings”, comments Charles Nockold, Paragon’s Marketing and Business Development Director. “With wide-reaching implications for the home delivery, service management, e-tail and other time window dependent industries, the Paragon routing system enables companies to offer better customer service without incurring huge additional transport costs.”



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TRACKER NETWORK'S OPERATIONS MANAGER

Hallgarten saves 15%

Hallgarten

“ We can rely on Paragon every day to produce cost-effective routes that automatically meet promised time windows ”

TREVOR HILL, HALLGARTEN'S OPERATIONS DIRECTOR.

In a business where meeting tight customer delivery time demands is of paramount importance, wine distributor Hallgarten relies on Paragon to route and schedule deliveries to over 1,500 pubs, clubs and restaurants throughout London and the surrounding area. During a time of substantial company growth, Hallgarten chose Paragon's routing and scheduling software as a replacement for what was previously a map-and-pin system overseen by a team of three. Routes are now produced in as little as ten minutes, with Paragon automatically taking account of time window requests – down to a single hour – as well as road speeds and congestion. Having already secured a 15% increase in vehicle utilisation, Hallgarten is

now working with Paragon to ensure that such cost benefits are not undermined by the London congestion charge. Using a new Paragon facility, Hallgarten is able to assess the benefits of limiting the number of vehicles entering the charging zone. “We can rely on Paragon every day to produce cost-effective routes that automatically meet promised time windows,” says Trevor Hill, Hallgarten's Operations Director. “Having looked at several routing and scheduling systems we opted for Paragon because we were impressed by the company's commitment to software development. So, it comes as no surprise that they have already come up with features to handle the London congestion charge.”

Furnishing Alstons with fast, effective results

East Anglian family firm Alstons installed Multi Depot Paragon at its 25-vehicle upholstery division in Colchester to replace manual scheduling, and immediately planning time was cut by 50%. On the basis of this benefit, plus additional advantages including improved fleet utilisation, a system was bought for Alstons Cabinets in Ipswich where, as well as an immediate reduction in planning time, the order cycle has been reduced by two weeks as a result of faster, more effective routing and scheduling. Linked to Alstons order and manufacturing management systems and interfaced with ERP system Movex, Paragon is used weekly at each site to plan deliveries to nearly 5,000 high street shops and furniture store warehouses throughout the UK and Northern Ireland. “Paragon has

revolutionised our routing and scheduling operation and we couldn't envisage working without it,” says Trevor Daldry of Alstons Cabinets. “In particular, making changes to the transport plan is now so much easier. No longer does one person have to remember all the road restrictions and shop opening times – the system takes these constraints into account and automatically updates the whole schedule.”

“ Paragon has revolutionised our routing and scheduling operation and we couldn't envisage working without it ”

TREVOR DALDRY OF ALSTONS CABINETS



Paragon welcomes...

Hammonds Furniture



Hammonds Furniture, manufacturers of high quality, bespoke office and bedroom furniture, has purchased Paragon with Integrated Fleets and Street Level Mapping capabilities for strategic planning and the generation of live daily schedules. Planning the routes of 30 vehicles making up to a total of 420 weekly deliveries to a team of 200 specialist fitters, retailers and builders, Paragon will be used to schedule this nationwide delivery operation with vehicles operating out of a main base in Hinckley and additional outbases located in Croydon, Bolton, Sunderland and Leeds. Realising that a previous manually planned system could not meet the increasing delivery volumes, Hammonds Furniture looked at three routing and scheduling solutions before choosing Paragon.



The Stock Room
The Stock Room, suppliers of paper products and cleaning materials to nursing and residential homes throughout the UK, will be using Multi Depot Paragon at its central depot in Leicester. With around 600 deliveries being made every day, Paragon will produce routes for a fleet of 25+ vehicles operating out of a network of five depots located in Leicester, Bristol, Crayford, Glasgow and Manchester.

Greggs plc



Greggs plc, specialists in sandwiches, savoury products and sweet lines, has over 1,100 outlets throughout the UK, trading as Greggs and Bakers Oven. With 250 vehicles working out of 13 depots, Greggs has introduced Paragon for the fixed route re-planning of its national distribution operation to maintain efficiency and help achieve the company goal of being recognised as Europe's finest bakery-related retailer.

Ryder Canada



Ryder Canada has purchased Paragon's Integrated Fleets and Multi Depot software solutions with mapping capabilities for strategic planning throughout Canada and the USA. The software will play an integral role in future new business proposals and the re-planning of existing operations spanning a range of industry sectors. Ryder Canada has over 40 years experience in providing cost-effective transportation and supply chain services for both small and large businesses. Headquartered in Mississauga, Ontario and with a network of over 35 company-operated facilities and 40 maintenance locations across the country, Ryder Canada is well positioned to provide consistent, high-quality services to local, regional and national companies.

William Salter Appointed Managing Director

Paragon has appointed William Salter as Managing Director following the retirement of Dr David Holmes from full time involvement in the company. Sales Director since 1997, William has played an important role in helping the company achieve and maintain its leading position in the UK market, where it is the supplier of choice for many blue chip companies. "As Managing Director", says William, "I will ensure we remain committed to the values that have made Paragon Software Systems the market leader – a 100% focus on the routing and scheduling sector, software development driven by the needs of our clients and continuing to go the extra mile in supporting our users". William takes the helm at a time when Paragon implementations have increased to over 1,000 systems in 20 countries worldwide and additional capabilities such as Multi User and Real Time planning software have been developed in response to market needs. With the additional promotion of Glyn Royles to the role of Sales Director, the Paragon directors, with a combined total of over 70 years' industry experience, will continue to build on the company's tradition of successful software implementations, support and software evolution.



Paragon Directors, from left to right: Glyn Royles, Sales; Phil Ingham, Support; William Salter, Managing Director; Richard Street, Software Development; Charles Nockold, Marketing & Business Development.

to find out more...

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