

Directions

From The Leaders in Routing and Scheduling Technology

Paragon cuts empty miles for Safeway

Paragon is playing a central role in Safeway's revolutionary new integrated transport system, driving up productivity throughout the vast national operation delivering 10 million cases to over 480 stores every week. As well as enabling the change from fixed routes to live daily scheduling, Paragon's Multi User and Integrated Fleets software provides efficient scheduling which reduces empty running through the integrated planning of primary and secondary fleets at regional level – a step expected to deliver seven figure cost savings.

Having set out to improve efficiency in what is one of the UK's most complex grocery supply chains, Safeway has, with the help of Wincanton, re-engineered its entire transportation management system. The new system incorporates yard management, resource allocation and vehicle tracking systems, with Paragon providing the all-important integrated routing and scheduling function.

Six Paragon Integrated Fleets systems are networked with depot-based Multi User Paragon terminals to plan and monitor Safeway's combined primary and secondary operations delivering 22,000 different fresh, chilled and frozen foods, non-foods and ambient products. At regional level, this configuration gives Paragon a high level view

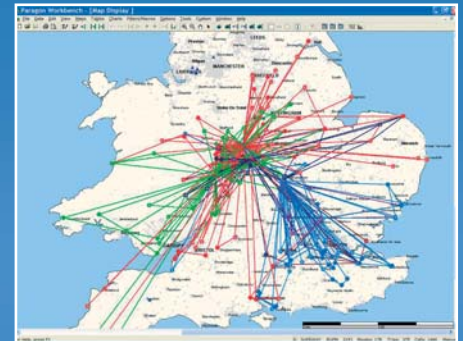
of movements for multiple depots, warehouses, suppliers and consolidation centers, enabling the automatic routing of store deliveries with supplier collections, inter-depot movements and recycling collections. The inter-working of the depot-based fleets generates routes with efficient backloads, which increases asset utilization, improves productivity and reduces empty mileage across the country.



At the local level, meanwhile, networked Paragon Multi User terminals show the schedules to users at 15 regional distribution centers so they can bring their knowledge to bear, making adjustments in response to local conditions. Through the addition of Paragon's Fleet Controller option, these depot-based

systems will also receive real time information from Qualcomm's in-cab technology, ensuring that variations between the predicted and actual plans – such as delays – can be highlighted immediately and dealt with before they create major problems.

With Paragon now running live in all six regions, savings of millions of pounds are forecast. As Safeway Supply Chain Director, Mark Aylwin says, "We are always looking at ways we can make our supply chain more efficient and this new system is a major advance. The new computerized system will dramatically reduce the number of empty vehicles on the road, which in turn will provide us with significant cost savings to our supply chain right from the start of its integration."



Paragon creates efficient backloads by automatically routing store deliveries with supplier collections and inter-depot movements.

US Logistics Leader Picks Paragon

McLane Company, a major US and international distribution and logistics leader, is implementing six Paragon systems to plan the delivery routes of its 19-depot, US-wide operation serving leading retailers such as Wal-Mart and 7-Eleven.

Switching from its previous routing and scheduling system in a bid to dramatically reduce re-routing time and increase proactive strategic modeling, McLane made its decision on the basis of Paragon's partner potential as well as its software capabilities. "Ultimately, our choice was an easy one," says McLane's Jason McCourt. "Paragon was the only routing and scheduling supplier combining all the key attributes we were



looking for in a long-term partner: a comprehensive software offering that had the

flexibility we were looking for, exclusive sector focus, depth of experience and independence."

ALSO IN THIS ISSUE • Comet upgrades to Paragon • Fine Lady Bakeries saves 10% • TRACKER introduces Paragon's Real Time system • Heritage on target for 20% saving •

TRACKER upgrades to Paragon Real Time system

TRACKER[®]
STOLEN VEHICLE RECOVERY

TRACKER Network, the pioneering leader in stolen vehicle tracking and retrieval systems, has taken time window allocation to an advanced level by upgrading to Paragon's Real Time system to provide instant cost-efficient service options for its customers. As a result, TRACKER has found a solution to a common problem facing service management companies as well as e-tailers and home delivery operators – how to raise customer service levels without dramatically increasing costs.

The integration of the standard Paragon software with its booking system had already enabled TRACKER to start setting new service and scheduling standards in preparation for this, its latest move, which means that for the first time a choice of accurate and achievable time windows can be offered to customers instantly. "As well as the 22% fuel saving we were already achieving with Paragon, the new architecture now gives us a response in just one or two seconds," says Denis Murphy of TRACKER. "This means we can offer each customer the most cost effective appointment there and then, and know we can fulfill it. Previously, we'd often have to phone the customer back, but now it can all be done in a single phone call."

When any one of TRACKER's 500,000 customers call requesting installation,



servicing or repair, the details are first keyed into the TRACKER booking screen which immediately sends the information to the Paragon Real Time system. Having already partly built up the engineer schedules, Paragon quickly evaluates a series of routing options in relation to other calls already committed and automatically sends back a choice of feasible time windows for the new call. These immediately appear on the operator's booking screen, sorted in order of cost.

As well as continually re-analyzing Paragon's rolling seven-day schedule for each of the 26 service engineers to optimize these dynamic plans, the system can also be used strategically to model customer selection patterns and ensure service offerings are correct from the outset. Such flexibility even

extends to the system's architecture itself – just by adding more processors, each making use of multi-threading technology, the speed of throughput can be increased to handle higher call volumes.

"Whether orders are being placed through a booking system, an internet home shopping site, telesales or in a store, an interface with the Paragon Real Time system helps companies offer tighter time windows whilst keeping costs under control", says Richard Street, Paragon's Software Development Director. "By having Paragon check out the routing implications of a new order as it is being confirmed, you need only promise time windows that are efficient in routing terms, and you can keep adding orders to a schedule until all vehicles are fully utilized."

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RICHARD STREET - PARAGON'S SOFTWARE DEVELOPMENT DIRECTOR



Heritage Environmental Services, transporters of hazardous and special waste on behalf of Fortune 500 companies, has bought Paragon's Multi Depot and Integrated Fleets routing and scheduling software for the live daily planning of its 60-vehicle fleet moving loads between client locations, transfer centers and disposal sites throughout the USA.

Heritage on target for 20% fleet saving

With Paragon automatically factoring a diverse range of industry-specific constraints, such as road use and product mix restrictions into the plan, the software helps Heritage comply with the law and avoid the threat of heavy fines. The software is also improving overall fleet utilization, early signs of efficiency gains pointing to a likely 20% fleet reduction, and Heritage has been able to reduce its 14-person dispatch planning group to one centrally based planner, freeing up the original team to

concentrate on generating new business. "We chose Paragon ahead of other routing systems on the basis of its ability to handle the complexities of our operation," says Alan Palmer of Heritage Environmental Services. "Paragon's support in helping us set up the system and go live in a matter of weeks has been excellent. As a result, we are now routing our fleet much more efficiently in what is a very complex operation and we are on target for significant vehicle savings in the coming months."

"Paragon's support in helping us set up the system and go live in a matter of weeks has been excellent"

ALAN PALMER - HERITAGE ENVIRONMENTAL SERVICES

Paragon welcomes...



• **Hagopian Cleaning Services**, a metropolitan Detroit based carpet, upholstery and rug cleaning company, one of the 5 largest in the USA, has bought Paragon's Multi Depot software to manage the movement of its 25-vehicle fleet, each manned by two service technicians, making 7-9 stops per day. The Hagopian team was won over by the system's flexibility and ease of use, particularly when faced with having to route repeat call outs, sending the same team back to the right customer.



• **Homebase**, one of the leading DIY and home enhancement retailers, has purchased Paragon's Integrated Fleets software for live daily planning at its central depot in Wellingborough. With over 100 vehicles making deliveries from depots in Wellingborough, Northampton and Swindon to nearly 300 stores nationwide, Paragon will provide an effective routing and scheduling solution to meet the demands of Homebase's operation.



• **Norbert Dentressangle**, one of the best-known names in pan-European distribution has extended its commitment to Paragon's routing and scheduling software by introducing it for operational, as well as strategic use. Already using the software strategically to model new distribution operations, calculate transport resource requirements, cost alternative strategies and present solutions to prospective clients, Norbert Dentressangle has now decided to extend its use of Paragon to include operational planning as a result of successful live testing that highlighted clear benefits. The operation involves the delivery of furniture to retailers across France on behalf of two manufacturers from Norbert's base in Ussac, near Brive-la-Gaillarde.



• **Anglian Water**, one of the UK's leading providers of waste and wastewater services, has purchased Paragon Integrated Fleets software to route and schedule the movement of sludge from storage facilities to treatment centers. Serving 2.6 million properties across East Anglia and the East Midlands, Anglian Water has also purchased Paragon's Fleet Controller system which, when linked with in-cab technology supplied by APD, will add the benefit of real-time monitoring, route modification and planned versus actual performance reporting to Paragon's automatic route planning capabilities.

Driver de-brief closes the loop

Paragon's new driver de-brief functionality enables companies using the software operationally to analyze their transport performance. This allows the basic performance data – actual start and finish times, and odometer readings – to be entered against each completed Paragon route. Driver performance reports are then immediately available, enabling comparison of actuals with the plan. In this way, high-performing drivers can be identified and discrepancies such as excess mileage can be highlighted.

“When you add Paragon's Multi User capability into the equation, the impact of this new facility is even more powerful”, says

Paragon Support Director, Phil Ingham. “For example, when using the software to produce a central multi depot plan, a Paragon screen can be added at each depot for keying in driver de-brief information. Because these networked systems all access the same data, KPI reports are available centrally, providing immediate depot-by-depot comparisons and overall summaries across all depots.”

“You can also key in the actual arrival and departure times at each call, although it would be more effective to use our Fleet Controller system, linked with vehicle tracking, to collect this data automatically. You can then identify exceptions at a lower level, report adherence to time windows and highlight which customer sites are causing delays.”

Customer Name	Customer Address	Call	Actual
Metcash	Quilford	0111	0111
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Carroll	Quilford	0101	0101
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