



Customer Case Study: Prompto Despatch Limited



Prompto Despatch Ltd moves from good to **great** delivery performance with **SynX** by **Transpoco**

Prompto Despatch Ltd, a transport company based in Cork, was looking for a technological solution in order to improve the performance of the fleet.

Their aim was to offer a **better service to their customers** in terms of delivery times, while at the same time being aware if vehicles were mistreated or generated **excessive costs**.

Since getting SynX, they have **improved their global operations**, got back the control of their delivery performance and found ways to cut on their fleet costs, especially fuel and maintenance.



About Prompto Despatch Ltd

Prompto Despatch Ltd was established in Cork, Ireland, in 1986 and has steadily developed into one of the most efficient delivery services in the country, with an extensive fleet of modern vehicles and state-of-the-art warehousing facilities.

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Prompto serves companies from a broad spectrum of industries, ranging from pharmaceuticals to construction, catering for consignments from single envelopes to multiple pallets. Over the years Prompto has built strong relationships with customers, **wishing to be a reliable provider**, offering an unrivalled quality of service.



“The system is really easy to use, you just look at the screen and everything you need to know is there”

John O’Callaghan, Financial controller at
Prompto Despatch Limited

The challenge

Prompto Despatch Ltd is part of a network of transport companies. They collect and deliver any type of material from small to big in the UK, in Ireland and in virtually any other place in Europe. The company has around 30 years of experience, has been proudly awarded the recognition of Fleet National Haulier of the Year in 2010 and gives enormous importance to the **commitment with customers**. They have a fleet of 30 vehicles, both vans and trucks and need to have full control of them to offer an efficient service to their clients. As vehicles are the assets through which the company provides their services, it is essential for them to constantly **being informed about the status of them**: if vehicles are mistreated, consume too much fuel, or if wear and tear is excessive.

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Winning the challenge with SynX by Transpoco

After checking different solutions able to make them get full control of their fleet, **Prompto met Transpoco and the solution SynX**. Before implementing the solution, SynX was already the ideal product for its competitive price and the ease of use Prompto could experience since the first demo. **“The system is really easy to use, it does exactly what is said on the tin”** explains John O’Callaghan, financial controller for Prompto Despatch Limited. **“You just look at the screen and everything you need to know is there. It is really well laid out and the use of platforms like Google Maps and the format of the reports combine to make everything easy to use.”**

Regarding implementation and first steps, the positive experience continues with the installation. **“Getting the software up and running was easy”** adds O’Callaghan. **“We had all of our vehicles done in one day, as the fleet grows and we need to get more units installed. The Transpoco team is really fast to respond, we get everything we need quickly.”**

“We use the reports to understand our performance, how long deliveries take, and if we have an issue, SynX help us understanding what went wrong”

John O’Callaghan, Financial controller at Prompto Despatch Limited



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One of the vehicles of Prompto with the slogan "Exceeding the Standard. Delivering the Service."



SynX is now a system constantly used by Prompto throughout the day. As they experienced particular success by using some of the features of the system, John O'Callaghan believes that SynX has been an essential element in their growth: "The main functions we use are real time location to see where divers are, plus some of the reports that help us **understanding the performance** - how long did deliveries take? Was that because of any issue we could address or correct? **We use SynX to understand what went wrong.** Another feature we use is the driving style monitoring. We had a great success with it as we can see which drivers are mistreating vehicles or drive too aggressively as we now have everything in the driving style reports. We have used this information **to sit drivers down and show them how their driving** is damaging vehicles or wasting fuel. We have found this to be **a great help.**"

"We have used the information on driving style we get from the reports to sit drivers down and show them how their driving is damaging the vehicles and wasting fuel. And we have found this to be a great help."

John O'Callaghan, Financial controller at Prompto Despatch Limited

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When talking about benefits and savings for the company, O’Callaghan adds: “ I would say that one of the main advantages is **the clarity of information**: you get accurate data on performance overall and on individual vehicles. This is helping you understand **if the routing decisions you make are correct**, how vehicles are being driven and what effect that has on fuel consumption and maintenance costs.”

Prompto **has found a real ally in SynX**, a help in their process of expansion of their fleet and company.

- Ease of use
- Real-time full visibility of vehicles
- Driving style insights
- Fuel savings
- Maintenance savings
- Fast, efficient customer service
- Quick installation

Get in touch with Transpoco if you want to enjoy the same benefits - [schedule a demo today!](#)

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Bios



Eleonora Malacarne
Author of the
ebook

Eleonora has created a wide range of resources for fleet managers in Transpoco [resource center](#) and [blog](#).

[My LinkedIn profile](#) 



Philip Davis
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Phil has a family background in the transport industry and helps fleets reducing costs and gain efficiency.

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Mark is an expert in detecting and implementing the ideal GPS tracking and telematics solution for fleets.

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