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Patrans improves the efficiency and transparency of deliveries with OpenICT - Orditoool's tracking tool

Patrans, carrier and installer of mainly heavy office equipment such as printers and drinks vending machines, has recently started using Orditrack, the track-and-trace solution from OpenICT in Kampenhout. Thanks to this tool the family business not only raises the efficiency of its deliveries, its customers also gain more transparency about the exact delivery times of their equipment.

With a rich history and experience since 1984, Patrans is much more than just a carrier. The logistics company, with Belgian sites in Mechelen and Vilvoorde, offers a complete service from delivery to careful installation. With some 75 employees and a fleet of more than thirty trucks and vans, Patrans delivers and installs a diverse range of equipment such as drinks vending machines, fitness equipment or even safes, on behalf of well-known names such as soft drinks manufacturer Coca-Cola and Technogym, one of the suppliers of Basic-Fit.

Precise delivery times

Patrans is constantly looking at new ways to improve its service. To give customers a better view of the precise delivery time of orders, it chose Orditrack, the track-and-trace solution developed by OpenICT. "Patrans was one of the first customers who wanted to try out Orditrack", OpenICT manager Wim Peeters remembers. "Not only for their internal operation but also as a service towards their customers."

The choice for Orditrack follows from its compatibility with the digital tachograph system, Orditoool, that Patrans uses and that was also developed by OpenICT. Orditrack is moreover brand-independent and can be used both in vehicles subject to tachograph rules and in vans. "We used to process the tachograph data by hand", says Bart Comyn, CEO at Patrans. "By linking Orditrack to the tachograph, all data is not only processed continuously and automatically in the same platform, our customers also get a view of the exact delivery times. That takes an enormous amount of worry off our hands."

Complete overview

For the customers of Patrans this transparency is an enormous added value. "When we install a drinks vending machine, Coca-Cola wants to fill it as quickly as possible. Thanks to the tracking tool, filling can be aligned perfectly with the delivery. But our own efficiency increases as well. We always know where our vehicles are and how long our drivers may still drive before they have to take a break. That lets us deploy our fleet optimally, without unnecessary standstill or lost kilometres."

An additional advantage is the memory function, which stores driving data such as travel times and speeds even when the connection drops out. "So we have a complete overview 24/7. We usually only consult that data during inspections, although it can also be called up in case of ambiguity or disputes", Comyn knows.

Specific needs

At Patrans they do not yet use all the functionalities of Orditrack. "For us it would be handy, for example, if the user interface showed which Euro standard our vehicles have. That way we could take it into account when planning deliveries in low-emission zones. OpenICT always listens to our specific needs and keeps building on its solutions. If this is possible, I am sure they will take care of it. That tailored service and sense of innovation create a great deal of confidence", Comyn concludes.

