



How Toyota I_Site helped TNT to cut costs and empower its business



TNT is one of the world's leading providers of express delivery services. Its site in Duiven, Netherlands is the main international road hub for the whole of Europe, with a huge 150,000-square-metre sorting space that collectively handles over 6.3 million kilograms of goods per week.

TNT Duiven has used Toyota trucks since it began operations. When the site opened for business in 1998 TNT Duiven took delivery of 34 trucks, a figure which rose to 45 units in 2003.

5 years later TNT Duiven was looking to almost double its fleet size, but along with the growth in workload, its operating costs were also mounting.

Due to TNT Duiven's particularly intense and crowded work environment, a large proportion of costs were due to shocks resulting in expensive repairs, loss of productivity owing to trucks being sidelined and occasionally damage to the goods themselves.

"So we sat down with Toyota and asked ourselves how we could resolve this issue," says Harry Bruns, Corporate Manager of the TNT International Road Hub in Duiven. "Toyota introduced us to Toyota I_Site, which helps us limit truck access exclusively to our licensed operators, while enabling us to determine exactly who is driving when shocks occur."

Toyota I_Site is a dedicated reporting and consultancy service that provides businesses with the information they need in order to reduce operating costs, increase productivity and improve the safety of their materials handling operation.

This proven solution takes fleet management to a whole new level, by combining Toyota's unrivalled materials handling expertise and technology with face-to-face discussions and consultancy. Toyota I_Site works by closely monitoring every aspect of fleet usage and then delivering easy-to-understand reports with clear recommendations on how to improve the key operational areas.

So TNT Duiven representatives sat down with Toyota Account Managers and Toyota I_Site experts. After lengthy discussions, Toyota proposed a complete fleet management solution tailored to TNT's specific business needs: new Toyota forklifts, full service and maintenance, battery management and of course, Toyota I_Site.

TOYOTA

MATERIAL HANDLING

stronger together

A comprehensive solution

To start with, TNT Duiven took part in an extensive European survey that helped influence the award-winning design of the all new Toyota Traigo 48. Then in April 2009, TNT Duiven took delivery of 82 brand new Toyota Traigo 48, 3-wheel electric counter-balanced forklifts.

Each new Toyota Traigo 48 forklift was equipped with a card reader and personal Toyota I_Site cards were issued to all authorized operators. Now every operator must sign in using their personal Toyota I_Site card in order to be given access to a truck.

In addition, every truck was Toyota I_Site equipped for automatic monitoring and data collection, so Toyota I_Site knows exactly who is behind the wheel at any time, how long they work, if the trucks have experienced any shocks and the severity of the

shocks. Thanks to Toyota I_Site, TNT Duiven can now monitor the day-to-day operation of every truck in its fleet and has a complete picture of how its fleet is being utilized.

A key feature that separates Toyota I_Site from everyday fleet management systems is its ability to interpret the information in order to deliver it in the form of hard facts and concrete solutions. Every morning TNT receives a series of reports highlighting driver activity, truck usage and the shocks incurred by each truck during the previous day. TNT also receives monthly reports detailing the level and type of damage that the trucks have sustained. Toyota I_Site experts regularly discuss the reports with TNT and offer advice on how to utilize every truck more efficiently and achieve maximum productivity while controlling overall costs.

Results that pay

For TNT Duiven, these reports and the ensuing recommendations have resulted in some spectacular benefits. Four months after TNT received their new fleet, there had been a massive 70% reduction in the cost of damages, due to a combination of Toyota I_Site and improvements in the Traigo 48 design compared to its predecessor.

“Toyota I_Site is definitely paying for itself,” states Harry Bruns. “Having said that, it’s not just about the money. We are equally committed to handling our customers’ goods carefully and efficiently, while providing a safe workplace for our employees. Toyota I_Site is helping us to achieve all these goals.”



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