

SUPATRAK ASSISTS POLICE WITH STOLEN VEHICLE RECOVERY



Pathfinder GB Limited & Pathfinder IE were founded in 2003 and operate a cost effective parcel service in the UK, Republic of Ireland and worldwide. Their delivery fleet includes motorbikes, vans and articulated vehicles, which are deployed according to specific delivery requirements.

Due to the nature of their business and the value placed on the cargo being transported, Pathfinder decided to invest in a vehicle tracking solution. After comparing a number of suppliers, Pathfinder selected CMS SupaTrak to deliver a reliable and cost effective system.

Gabriel Bogo, General Manager of Pathfinder explains that “we needed a way to keep our customers goods secure and know where they were at all times”.

In addition to this requirement, Pathfinder wanted to be able to manage their vehicles and drivers more efficiently. With the current cost of fuel, unauthorised vehicle usage is an unnecessary and significant expense that can be avoided through the use of vehicle tracking. Gabriel explains that “the vehicles were sometimes being used without our permission”, referring to unauthorised vehicle usage amongst his drivers. However, he adds that “this has now stopped; they know that we are tracking the vehicles”.

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Gabriel is also using the SupaTrak reporting suite to accurately manage timesheets and verify overtime payments. The reporting system enables him to do this on

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demand, or has the option of setting up scheduled reports to arrive via email at any chosen time. Either way, the system removes the need for manual recording and reduces the administrative burden.

One of the most significant benefits of the system, discovered to date by Pathfinder, has been its real time vehicle location updates. This functionality was key in the recovery of 2 their vehicles that were stolen. The first vehicle was taken during the daytime, when a driver's back was turned. The driver immediately called the Transport Manager, who monitors a screen displaying SupaTrak throughout the day. The Transport Manager instantly located the vehicle using the SupaTrak web based mapping system and called the police to report the theft. Using the location information, updated every 60 seconds by SupaTrak, the police were able to track down the vehicle and the two thieves, who were later charged.

On a separate occasion, another vehicle was stolen overnight from the Pathfinder offices. Again, the exact location of the vehicle was pinpointed and was recovered by the police.

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In both instances, Pathfinder were able to safely and efficiently recover their vehicles, undamaged and without suffering any additional cost or down time. Gabriel comments that “without the SupaTrak system, we never would have recovered those vehicles”.

Commenting on his experience of using the system, Gabriel says “the system is very easy to use and we are able to achieve what we set out to do - manage our drivers, vehicles and other assets, whilst providing our customers with a secure and informed service.”