DispatchTrack

CASE STUDY

The Challenge:

The manual processes at Focus Furnishing were constraining time, resources, and the company's growth.

Focus Furnishing has been assisting Housing Associations and private landlords with furnishing homes across the UK for over three decades. Their ethos is centered on delivering exemplary experiences and they lay great emphasis on providing a friendly and professional service.

Focus Furnishing is committed to servicing properties within 24 hours and their reliability and efficiency has garnered substantial recognition in the industry. They operate a fleet of 17 vehicles and have a team of fully trained professionals.

Focus Furnishing were using manual processes to sort and organise jobs and compile delivery routes, which was cumbersome, time-consuming and a major constraint on expansion goals. They frequently encountered issues and locating specific delivery related information was laborious and involved excessive manual effort. Their staff were facing the prospect of significant burnout and mistakes were creeping in.



DispatchTrack customer since

2021

50%

increase in daily delivery capacity

Accurate delivery timings have improved customer satisfaction

Operational efficiency has boosted profitability



The Solution

By switching to DispatchTrack, Focus Furnishing were able to remove manual processes and paperwork, significantly boosting the flexibility and efficiency of their operations.

After a pivotal stage in the company, they sought to digitise their delivery scheduling and routing, choosing DispatchTrack due to the clear operational efficiencies they could achieve. The platform's cloud-based functionality meant Focus Furnishing employees can manage and assign jobs remotely from any location globally, offering a significant boost in flexibility and efficiency in their operations.

Despite some reservations around introducing new technology and the potential learning curve for staff, Focus Furnishing were pleasantly surprised at how smooth the implementation process was. DispatchTrack's team provided comprehensive training and support, and their hands-on approach minimised downtime and rapidly brought staff up to speed. The system's intuitive interface and user-friendly features made the adaptation process quicker than anticipated.

The Results

Focus Furnishing revolutionised their operational workflows, increasing their delivery capacity by 50%, decreasing operational expenditure and improving overall profitability, all while maintaining their high service standards.

Following the implementation of DispatchTrack, Focus Furnishing has observed substantial and measurable enhancements across their operational framework. A pivotal change has been the complete elimination of time spent on organising and managing job sheets, revolutionising their workflow. The facility to manage jobs remotely has also greatly amplified their staff's flexibility and productivity and the enhanced communication it facilitates between office staff and field teams, has resulted in fewer misunderstandings and errors. The team's proficiency in route planning and delivery scheduling has been significantly augmented, resulting in a remarkable 50% increase in daily delivery capacity, all while maintaining their high standards of service.

Furthermore, the real-time tracking capability of DispatchTrack has profoundly improved their customer service by providing precise ETA for deliveries, thereby boosting customer satisfaction. Drivers are also now able to capture and save multiple pictures in the mobile app as proof of delivery. These advancements have not only streamlined their operational processes but have also led to a decrease in operational expenditures and a notable surge in overall profitability.

"Our experience with DispatchTrack has been overwhelmingly positive. It has met our expectations in terms of improving our operational efficiency and service quality, and we've been delighted by its ease of use. In honesty, DispatchTrack has been a game-changer for our business, and we would highly recommend it to others in the industry. We are very excited about unlocking other features of DispatchTrack as we currently only use approx. 60/70% of the functionality that's available".

-Phillip Harvey
Partner, Focus Furnishing

