



Rob Looymans, Regional Director Product Development & IT Brink's

Cash couriers taken with Dalosy solution



Company: Brink's Nederland b.v.

Specialisation: Cash-in-transit and security transport, money processing and servicing of more than 2,000 cash machines.

Departure point: Customers entrust Brink's with their valuable possessions. That is why Brink's focuses on providing a secure, professional and high-quality service.

Issue: How can Brink's improve cash-in-transit and security transport monitoring?

Solution: Dalosy has offered Brink's a mobile solution for field staff. Dalosy developed a unique application which can be perfectly combined with the user-friendly handheld Dolphin 7600 computer. From now on, drivers can enter CIT (Cash-in-Transit) processes and send real-time information to the Explo Back office system.

Objective: Thanks to the mobile solution, field staff can continuously inform head office of the state of affairs on the road. This offers Brink's greater control of the logistic process.

Progress: Dalosy is rolling out the mobile solution for Brink's. Currently the new application is in operation on eighty different routes. Brink's has ordered a total of 115 handheld terminals.

Wish list

Dalosy: a party that understands us!

Rob: "Our field staff are already using PDAs for servicing cash machines, but we still didn't have a mobile solution for the transport. That's why we drafted an RFP (Request for Proposal). We were looking for a party who understands us and who takes an interest in our wishes and needs."

Stefan: "We were competing with three other parties. After a thorough selection procedure, Brink's ultimately opted for us. It's an extremely interesting project!"

Rob: "Dalosy meets our wish list. The company offers the solution we want, not an off-the-shelf product. We also find the one-stop-shopping principle very appealing. Dalosy supplies both the application and the PDA. If we have any questions, there's a single point-of-contact. Dalosy can also deliver the solution outside the Netherlands; an important condition to an international company such as Brink's. Besides, Dalosy is also very interesting in terms of price."

Field staff

Registering important information

Rob: "Each day, cars of Brink's are a frequent sight on the roads. Since we want to have a precise account of the state of affairs in the field department, we need feedback from the drivers. We've scheduled appointments with our customers. If the driver is unable to make it on time, Brink's notifies the customer in advance. Previously it was

often the customer calling us to say that no car had arrived. Now we can anticipate that and immediately offer the customer a suitable alternative."

Stefan: "The mobile solution improves more than internal communications alone. At the same time it helps the drivers to be faster, more efficient and more accurate in their approach."

Rob: "In the past, our field staff were given route and loading lists. They now receive the same information via the PDA. As soon as the drivers log in, they have an accurate record of their day ahead. They no longer need to check the contents of the car using pen and paper, but can scan the seal bags instead. The PDA acknowledges whether the load is correct and complete. If it's not, the driver can't leave. Upon arrival at the client, the PDA once again confirms which shipment needs to be delivered. Handing out the wrong seal bag by mistake is no longer possible."

Stefan: "The drivers register everything via the mobile computer: time of arrival, time stopped and departure time, as well as what is delivered or collected. All this important information is immediately sent to the central system of Brink's."

Rob: "We now have the disposal of more accurate reports, providing us with better input for invoicing, among other things. Thanks to Dalosy, we've been able to further

reduce our already low error margin in invoicing."

Stefan: "The mobile solution serves as an auxiliary for the drivers. They use the PDA to report any problems en-route, which is subsequently dealt with by the support unit."

The same wavelength

Open and flexible

Rob: "Dalosy has offered us the exact solution we asked for."

Stefan: "We thoroughly analysed Brink's operations, in order to list and catalogue their wishes and needs."

Rob: "When dealing with a project at this scale, it is important that you're on the same wavelength. We can communicate well with Dalosy staff. And it simply clicks!"

Stefan: "Dalosy and Brink's are both open and flexible organisations."

Rob: "Which is why we'll continue working together in the future. Currently we have two different PDAs: one for servicing the cash machines and one for transport. Ultimately we want to merge these two services. One car that can both service the cash machines and carry out the transport. In order to achieve that, a single handheld terminal must be introduced. That's why Dalosy will develop the current solution further. And they know exactly what route we want to go down to..."



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