

# Howard Tenens:

-“Without PlanLogiX we would need five extra people to provide the same level of service”



## The Company

Howard Tenens have been providing Four Square (a division of Mars) with transport and warehousing services for over 20 years. This work was initially based in Basingstoke, delivering coffee and other beverage supplies to scores of local carriers all over Britain. In 1989 they began to provide secondary distribution to Four Square clients across the South West with three vans based in Bristol. After some success they were invited to take on the West Midlands in 1994, northern England in 1995 and now East Anglia, Humberside and the East Midlands.

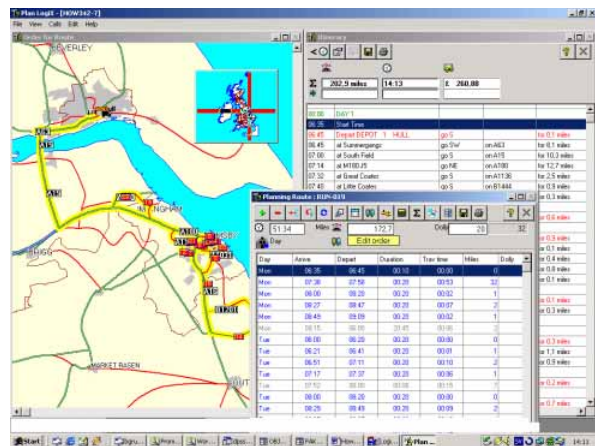
## The Problem

By 1995 working out how to service a wide variety of customers scattered across the country was getting very difficult. Customer service has always been paramount to the success of this contract, and so Graham Seve, Group General Manager at Howard Tenens contacted DPS to see if their PlanLogiX vehicle scheduling system would be able to assist.

## The Solution

DPS recommended the use of PlanLogiX with a direct link to the Four Square AS/400 computer. This enables a direct download of the following day's orders for load planning. After planning the journeys picking lists were generated for the warehouse, and the planned runs were uploaded back to the AS/400 so that Four Square telesales staff could see at a glance when an order was expected to be delivered. Meantime the picking was under way, with outlying areas

being completed first in time to catch a runker en route to the stockless outbases around the United Kingdom.



## The Benefits

- Fast planning of 600+ calls each day for 26 vans
- Improved customer service
- Easy to cater for regular and one-off drops
- Just-in-time picking to meet trunker deadlines

## Comments

Graham Seve, Group General Manager: “By effective planning we have been able to satisfy the demanding standards set by Four Square, and so LogiX was instrumental in our gaining the recent extra contracts.”

Brian Masters, Distribution Controller: “Without PlanLogiX we would need five extra people to provide the same level of service.”