



## STRATO<sup>POD</sup> digitises delivery documentation and reduces administrative burden to create optimum operational efficiency for Cloete's Sand and Stone

### About the Company

Cloete's Sand and Stone began in 1982 as a sole proprietorship. With over 30 years in the construction and transport industry, Cloete's Sand and Stone has grown to become a trusted name in the industry. The business operates with over 30 modern trucks in its fleet and prides itself on providing its customers with quicker lead times due to safer operating speeds as well as less down time due to break downs.

### Setting the Strategy

In order to maintain high standards of service to customers, Cloete's Sand and Stone rely on accurate and responsive management of all documentation relating to its business operations.

Previously, the paper-based administrative system resulted in operational challenges owing to the substantial and often time-consuming administrative burden.

Wesley Cloete, managing director of Cloete's Sand and Stone notes that the paper-based system was making accurate management difficult: "We needed an improved system that provided us with real-time reports, easy access to historic information, improved delivery processes as well as live reporting from our drivers when delivering and also when loading at the quarry."



"The implementation of STRATO<sup>POD</sup> shows how successfully the application works within the building industry. Many organisations in this sector face tremendous administration challenges and by digitising these processes they stand to benefit on many levels."

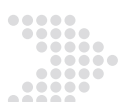
Cassie Lessing, Managing Director, Strato IT Group

### Getting Business Specific

Cloete's Sand and Stone had historically relied on manual processes for delivery documentation and used a paper-based administration system for over 34 years.

STRATO<sup>POD</sup> had to address several operational challenges within Cloete's Sand and Stone related to the large volumes of administrative tasks such as data capturing, document scanning, the creation of delivery packs including PODs, loading slips and daily schedules which were all paper-based. Each of these processes needed to be digitised with the aim of reducing the administration burden.

"The administration involved in printing of delivery notes and writing orders was an exceptionally time consuming exercise and became an overwhelming task for a single person," says Cloete. "The process of amending loads required even more time-consuming administration including phone calls, faxing, and careful liaising with drivers during the delivery process to ensure paperwork didn't become mixed up and therefore inaccurate."



In an effort to improve and streamline delivery processes, Cloete's Sand and Stone embarked on digitising delivery documentation with the objective of not only saving time and reducing the administrative burden but simultaneously address the requirement for delivery of loads to be more efficient by eliminating the need for drivers to await paperwork from office staff.

The solution chosen by Cloete's Sand and Stone would also need to allow for accurate and real-time reporting, empowering management to immediately resolve any problems and issues with a view to streamlining all operational processes and activities.

## Seeing Results

Following a strict vetting process, **STRATO<sup>POD</sup>** met the key functionality requirements laid out by Cloete's Sand and Stone via a customisable system to suit their specific business needs.

Cassie Lessing, Managing Director of Strato IT Group, explains: "The implementation of **STRATO<sup>POD</sup>** shows how successfully the application works within the building industry. Many organisations in this sector face tremendous administration challenges and by digitising these processes they stand to benefit on many levels."

Owing to its innovative digital platform, no significant business process reengineering or organisational change was required to implement the **STRATO<sup>POD</sup>** and was easily integrated into Cloete's Sand and Stone's backend office system. "The transition has been very easy and the few amendments that needed to be made were done quickly and efficiently in order to ensure our continued smooth operations," says Cloete. "We allowed for the change to be implemented fairly slowly so that both drivers and customers could get comfortable with the transition. The feedback from customers has been very positive overall, especially in light of trend-setting technology that ensures documents are accurate and delivered timeously. We had a strict set of requirements that needed to be met, and in our view **STRATO<sup>POD</sup>** has ticked all the right boxes," he adds.

**STRATO<sup>POD</sup>** has provided Cloete's Sand and Stone with a single, connected system that significantly reduces their administrative burden through digitisation of key processes. "We are now able to dynamically reschedule and re-allocate goods in transit with the correct documentation, which was not possible with the paper-based system," Cloete says.

## Lasting Benefits

One of the most important benefits of the **STRATO<sup>POD</sup>** solution in addition to time spent on administration being significantly reduced is that relevant statements are finalised and sent to customers almost immediately. This frees drivers to continue on route while loads or details are amended before reaching the customer and at the same time allowing office staff to focus on other important tasks. "Our overall time management and tracking is much more efficient while accurate reporting allows management to be more responsive to situational needs as and when they arise," Cloete explains.

Another major advantage will be an improved process for drivers. Cloete says each driver has to complete one step before moving to the next, so anyone at any time can track the progress of a delivery: "A major feature within **STRATO<sup>POD</sup>**

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Wesley Cloete, Managing Director, Cloete's Sand and Stone.

is the ability to dynamically reschedule and re-allocate goods in transit with the correct documentation. This means there will be no need for delivery vehicles to return to base if there are unplanned cancellations of collections or deliveries. Transport activities are dynamically re-directed to alternative suppliers or customers," he says.

Cloete adds that as the company's delivery volume increases, so too does Cloete's Sand and Stone's ability to keep up as the administrative step of scanning documents to complete an invoice is no longer necessary. "Loads are delivered, delivery notes are immediately sent and with just one click an invoice is generated and sent. All aspects related to deliveries are up-to-the-minute thus ensuring any errors are addressed immediately. A task that once took over two hours to complete is now done in less than half an hour."

## Better Business Performance

"As the technology trend increases, people are becoming more open to the change into digitisation. This allows a business like ours to take advantage of this to improve our operational process by increasing delivery volumes due to the saving of time on administration and becoming more efficient throughout," Cloete notes.

The project highlighted the financial and business process advantages of implementing an automated delivery documentation process. The **STRATO<sup>POD</sup>** solution caters to any organisation moving goods within the B2B sector as information can be easily integrated electronically into back office systems.

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