



Nokia
Communicator
In Operation



Delivery data in real time

The truck drivers of Speed, a Finnish trucking company, use their Nokia 9110 Communicators to receive task assignments and send information about deliveries over the Short Message Service (SMS) and the Internet.

Speed's fleet of 70 trucks is managed using a system based on the Nokia 9110 Communicator, the Short Message Service and the Internet. The drivers have found that using the Nokia 9110 Communicator for transferring delivering information increases both the speed of deliveries and the dependability of communications.

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Online, on the road

Customers place their orders by going to Speed's Web site and filling out an online form. The fleet dispatcher then forwards the order as an SMS message, including information such as the container number, handling instructions, and customs seal numbers, to the driver's Nokia 9110 Communicator. While making the delivery, the drivers keep the system up to date by sending data such as the departure and arrival times, load weight, loading and unloading times. Customers, using their user names and passwords, can view the progress of their shipments online in real time.

Speed's data system also enables invoices to be sent, quickly and accurately, by email.

Online and on time

Delivery assignments used to be given by phone. The drivers wrote the code number of the container on a scrap of paper, so there was no proper documentation. On average once a week, drivers could not pick up containers at the harbour because the paper got lost or the driver had the wrong number. Often the drivers had to wait at the harbour in the morning for office hours to start in order to double check shipping details.

Other documentation created the same sorts of

problems. Drivers wrote the container's weight and delivery times on bits of paper which they took to the dispatcher's office when they had time. Not only was this time-consuming, but mistakes could occur when copying information from one place to another.

Speed's data systems not only increases the speed of deliveries. It also increases accuracy, since there is no more copying of container numbers from one paper to another. And finally, there is added reassurance for customers, since their orders are confirmed immediately by email and they can track their shipments in realtime.

Quickly up to speed

The other applications in the Nokia 9110 Communicator are just as useful for the drivers as email and the Internet. A mobile phone is useful to have in the cab, and so is a fax - you never can tell when a picture might be worth a thousand words.

The phone, fax and short messaging applications are easy for the company to set up and use. The GSM short messaging service is quite comprehensive in Scandinavia, and making use of it with the Nokia 9110 Communicator does not require any additional investment. All Speed needed was their Internet site and the Nokia Communicator - and they were up to speed.

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