Miles ERP

Enterprise resource planning for transport industry

General

Architecture

System is compatible with Windows operating system, and is implemented using .Net –
technology and MS SQL Server. System can be accessed from the internet, so that different
stakeholders can execute the tasks defined by their user role basically from anywhere.
Portal service is also provided for web-browser access.

User roles

The system is user-role based, and contains pre-defines user roles with pre-defined
set of user rights which can be adapted to your companies' policies and standards.
User roles are, for example, office worker, driver and supervisor.

Business process control

Different business processes and the steering of the processes is controlled
with a user-role based task list, which is presented in the system's main view.
Task list reminds the user of the tasks defined by the user's user role, that require
immediate attention or action. The user is directed to the appropriate application
from the task note to execute the required action(s). Business processes are also
controlled and executed using timed tasks which run in the background without
user interaction. You can, for example, automated invoice formation for a desired
invoicing period.

Business process overview

- Call center integration
- e-order (*CSV, EDI/XML, WCF*)
- WWW –order
- Regular orders

Order →
- Offer
- Order confirmation

- Resourcing (*vehicle, driver, subcontractor*)
- Real-time monitoring
  - GPS (*map*)
  - Vehicle state (*available/reserved*)

Planning →
- Shift lists
- Freight bills and work orders
- Parcel notes
- SMS reminders

- Paper prints
- Web browser
- Phone
- Tablet
- Mobile computer

Messaging, entering actualizations

- Order actualizations
- Additional payments (*defined in freight contract, for example, road tolls*)
- Worktime tracking
- Allowances
- Taximeter data

Actualizations

- Invoices
- Internal accounting, subcontractor accounting
- Payslips, salary report, salary payments material
- Sales invoices/bookkeeping material to accounting agency

Invoicing, salary calculations, accounting (subcontracting, internal accounting) →

Order

◼ Call center integration

Customer calls the company, office worker answers the call and enters the order into the system. Customer identification and picking calls from the call center can be integrated into the system.

◼ e-order

Customer has a direct connection to the system from the Internet. Customer's ERP is integrated into Miles ERP with WebService –interface, or you import orders from CSV or EDI/XML files.

◼ Internet order/Your company's web page

Customer places an order with web browser. Functionality for placing orders/offer requests can be integrated into your company's web page.

◼ Transit planning (taxi order)

Office worker selects appropriate available vehicle for the order from list or from map, or the transit can be automatically assigned to nearest vehicle with smallest possible seat capacity.

Miles ERP

Planning tools

General

Planning tools are made to be used as easily as possible. They are graphical and clear, so that you can see the information that you need with just one glimpse, and that you can easily and rapidly alter the plan.
You can distribute shift lists, freight bills and work orders to drivers' e-mail with SMS-reminders from the planning tools.

Calendar

Calendar is used to make a daily basis resourcing plan for personnel including availability, absences and vacations. Calendar also displays availability of the personnel from the point of view that suits you best. To ease the planning process, calendar shows actualized work hours, planned work hours and period hours. You can also emphasize the factors that you want, for example daily overtime.

Rota planning

Rota planning is used to select drivers to transits (*orders*) without vehicle selection. You can perform rota planning before transit planning, or perform rota planning after transit planning. Rota planning displays actualized work hours, planned work hours, and the period hours in real time, and also emphasizes the factors that you want to emphasize, for example overtime or holidays. In addition to this, you see the usability of the drivers and transits without a driver, as a clear ensemble. When selecting drivers to transits, it is possible to automatically check the limitations set by the collective agreement.

Transit planning

Transit planning is used to select vehicles to transits, and possibly also select drivers on vehicle selection.
When performing transit planning, required capacity, vehicle transitions, vehicle usability (services), driver availability and suitability, and limitations set by the collective agreement are taken into account.

Messaging

■ Phone, tablet (web browser)

Vehicle contains a Windows –compatible mobile computer or a web-browser (*computer, phone, tablet*), which is connected to the system in real-time. Vehicle UI is for regular taxi (*instant orders*), and drivers' web-portal for other transport types. Read more from www.miles-erp.com

■ Text message, personnel transit (SMS)

Tasks (transits) can also be sent to a mobile phone as SMS message. The driver may be requested an acknowledgement to the task. In this case the driver replies to the received text message with a acknowledgement message. Text message can also be used as a secondary messaging option when other messaging channels are unavailable.

■ Relaying transits by phone

When a automatic real-time messaging solution is not present, or in a possible messaging error situation, it is possible to relay messages using a phone. The system provides an easy-to-use messaging application, from which you can see the tasks that need to be informed, and mark the tasks as completed.

Taximeter and GPS

Taximeter data import

Data from vehicles' taximeter can be imported into the system including actualized price and payment information. It is also possible to generate drivers' shifts from the imported data. The order actualizations are automatically accounted for bookkeeping.
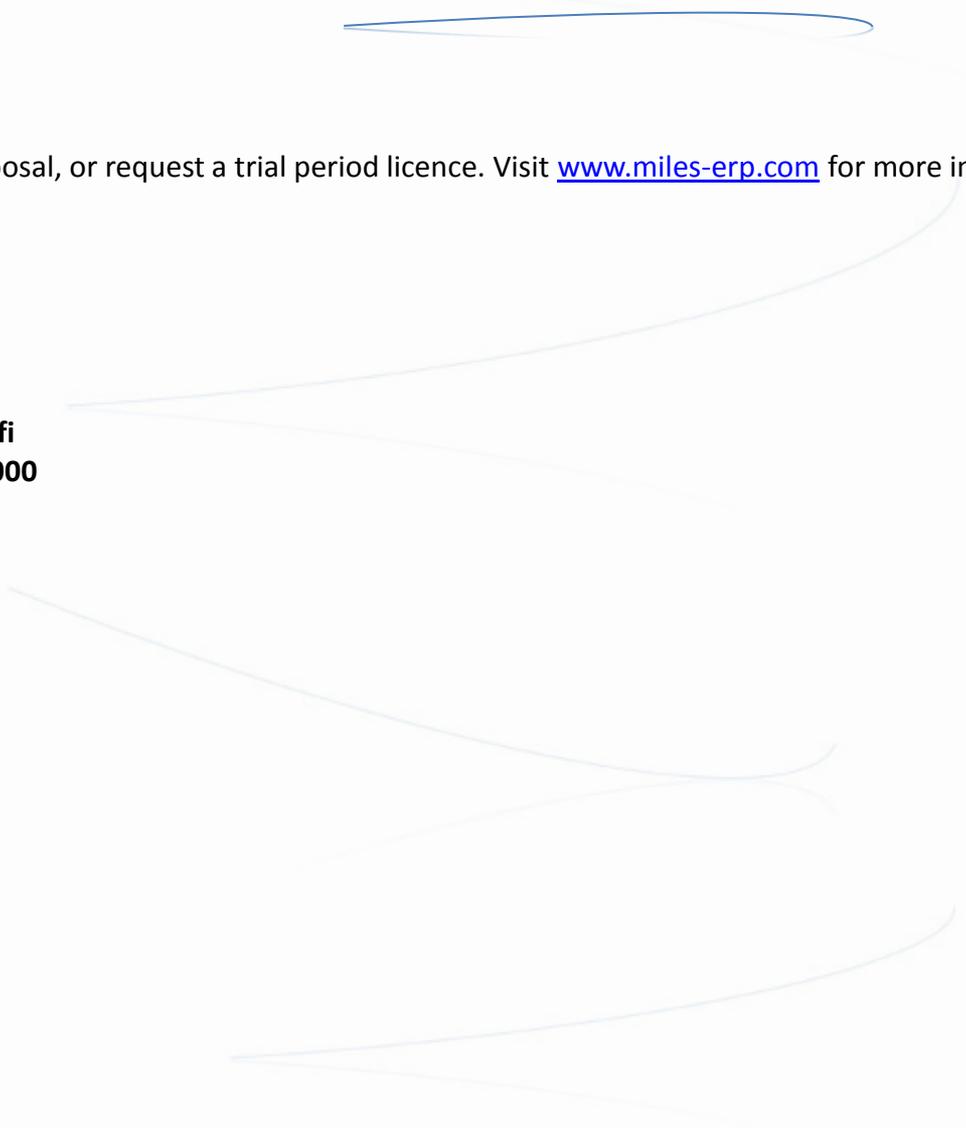
GPS

Drivers' web-portal and Vehicle UI (*previous slide*) include GPS.
It is also possible to install stationary GPS-trackers into the vehicles.
The location information can be used in transit planning for nearest vehicle selection.

Contact information

Request a proposal, or request a trial period licence. Visit www.miles-erp.com for more information.

Macons Oy
Microkatu 1
70210 Kuopio
Finland

info@macons.fi
+358-17-2622000