

Interactive Websites



As the demand for interactive facilities on the web continues to grow, NTG takes a look at two very different companies who have chosen NetDespatch to help them fulfill their customers needs online.

LOG ON FOR A CHAUFFEUR

Miles & Miles is the UK's largest independent chauffeur and prestige car hire company. They have introduced a new, interactive website which has been developed by NetDespatch. The specially developed web system enables tariffs, rates, vehicle information and images to be accessed and managed online. This development is of particular importance to the car hire services. Miles and Miles offer executive and sports cars such as Porsches and Jaguars, with prestige hire being a key growth area. As the fleet of vehicles is continually updated it is important that the vehicle

information on the web can be changed easily.

The company also operates AVIS Chauffeur Drive and recently launched an Executive Hire service. Miles & Miles chauffeurs with their Mercedes saloons, limousines and people carriers are a common site in London and also they form part of a global network, allowing customers to book chauffeurs at destinations around the world. The new Executive service offers a more cost effective ground transport solution with the same high standards as the chauffeur service using Volvo S80 cars. NetDespatch provides a single online information and reservation facility for all the chauffeur-drive and self-drive services.

TRACK YOUR PARCEL ON-LINE

NetDespatch are also now supplying a fully web-based shipping system to APC, the

overnight parcel company. APC is the first parcel carrier to roll out such a system across their national network. NetDespatch supply APC's 120-strong depot network with a service allowing all of their customers to book and track their parcels online. The local agents for APC can incorporate the fully managed NetDespatch service in their websites, providing their customers with a broad range of advanced e-business facilities. The APC network are the first to adopt NetDespatch's 'Velocity' multi-service booking system which includes address management, bar code label and manifest printing and XML integration. It opens up electronic services to any APC customer, whether booking one or one thousand jobs a day.

It also offers a new facility to print bar-coded labels on any type of printer, at the time of booking, which then exactly match the central database of jobs. APC has also implemented

a live POD exchange system to give network-wide and customer-wide visibility as soon as a delivery has been completed. This job tracking information is automatically added to the web pages.

"With a highly motivated network APC customers are assured of very high levels of service. However, this network model offers real challenges for implementing consistent IT solutions as we are dealing with over 100 independent businesses. NetDespatch has proven to be the ideal solution. It allows us to adopt a uniform approach to increasingly crucial web services across the entire network" says Nick Taylor, IT Director of APC. "As a web-based service, NetDespatch does not require special hardware or software installation and is maintenance free. By moving everyone into the electronic age, time and costs are slashed at the same time as improving customer service."