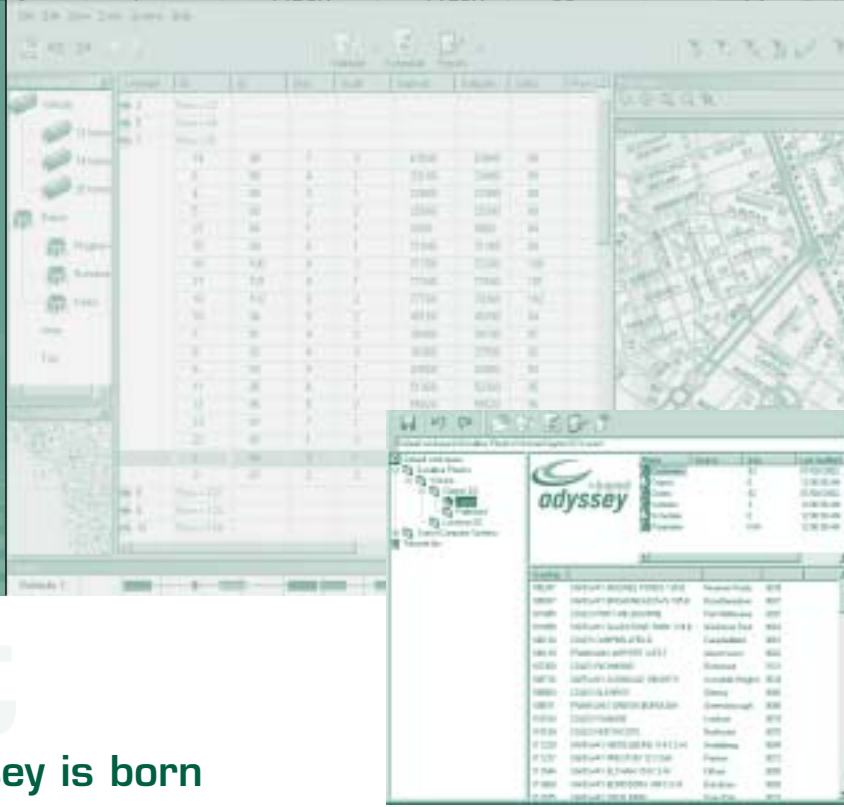


intransit

inside

- > 2001-2002 highlights
- > development news
- > client news
- > consulting news
- > a to b news
- > staff news



> transit

> transit odyssey is born

After more than a year of planning, designing, developing and testing *Transit Odyssey*, the fourth ground-up rewrite of the *Transit* scheduling system has been launched to an overwhelming response from clients and prospects alike.

Damian Scott, Transit's Operations Director and the visionary behind the new system, says his focus was on designing a system that was simpler to use than the previous version, more flexible in application and easier to maintain now and in the future.

Clients such as Sam Zhang from Tip Top Bakeries told Transit that they were happy with the quality of the schedules their system produced, but that they would like the new version to be more user-friendly, especially in editing customer orders, modifying schedules and viewing maps. "I am very pleased to see that is exactly what *Transit Odyssey* brings to us," Sam observes.

"*Odyssey* is a natural progression from the current version of *Transit*. It is easier to navigate and much easier to train operators

on," adds David Bird from Australia Post. "In particular, there have been many improvements to the schedule manager, the address manager and the mapping."

Useability

Transit Odyssey incorporates standard Microsoft Windows graphical user interface elements that are easy to use and easy to understand. Transit has adopted a Windows Explorer-style control screen, called *Odyssey Explorer*, which displays, at a glance, all the data set up for each application.

There are more tools to allow users to swiftly and efficiently tune their data - previously one of the most frustrating aspects of electronic scheduling. There are unlimited ways for users to configure the system so that it meets their needs.

> transit

> transit odyssey is born (continued)

Flexibility

Traditionally, a user needed to get the data almost 100 per cent correct before *Transit* accepted an import file, which could be time consuming and frustrating. This is not necessary with *Odyssey*. *Odyssey* has been developed to allow users to clean the data after the data has been imported, using tools available within the system.

Odyssey includes an entire scripting language so that almost any function can be customised. "Transit support staff can set up macros for common actions, which allows our clients to shape the application to their needs," says Jud Wheatley, *Odyssey's* Chief Developer. "Customised reports are also very easy to set up as part of the implementation process."

In addition, redesigned import and export functionality means that *Odyssey* is able to speak to more systems, more easily. It incorporates a system of templates that allows for any number of different configurations of data and formats.

Maintainability

The changes are more than skin deep. Its modular programming means that the code is easier to maintain and easier to test, and upgrades are much simpler to distribute. Other changes in design mean that the core program will be standard across all customers.

"Our clients need never miss out on the latest improvements just because their system has specialised features," says Damian.

Transit Odyssey's greatest strength is in the power it puts in the hands of the user. This ensures that Transit's clients can get optimised scheduling efficiencies as easily and as quickly as possible.



> highlights

> highlights of 2001-2002

Happy 30th birthday!

This past year has been a great one for us. We celebrated the company's 30th birthday, the launch of *Transit Odyssey* and the sale of our 100th *Transit* licence.

As usual, the majority of our revenue came from repeat sales to existing clients, proving that we offer good products and good services that stand the test of time.

New sales from happy clients

Australia Post, our second corporate client, purchased six additional *Transit* licences via our Corporate Licence Scheme. Mayne was our first and purchased five additional *Transit* licences via the Scheme the previous year.

Toll Logistics, already a major *Transit* client, purchased two *Transit* licences during the year for new contracts in Melbourne, both to be used on a daily operational basis.

User group meeting

Our ever-increasing user base and launch of *Odyssey*, our new system, were the perfect incentives for us to hold our inaugural Transit User Group meeting. The response we received was fantastic, with far more registrations than we expected. We wanted to create an opportunity for our clients to come together to share experiences and for all our staff to meet with them, face-to-face. We value the direct feedback we get from our users and use that information to ensure that *Transit* stays at the forefront of routing and scheduling technology in Australasia.

Nicola Williams
Managing Director

> development news

> optimising the optimising engine

The *Transit* optimising engine, continually improved for more than 10 years, is the core of the *Transit* system and enables users to achieve cost savings of up to 30 per cent.

"We are constantly working to enhance the optimising algorithms, both in terms of schedule efficiency and speed of execution," says Scott Dowell, Transit's Client Support (and Quality Assurance) Manager. "The scheduling engine is therefore constantly evolving and growing."

As well as improvements in efficiency and speed, Transit focuses on incorporating the business logic and the experience of their clients into the engine. This allows schedules to be produced that match their operational needs. "As an example, we have recently incorporated functionality that allows the user to specify trip limits on a per vehicle basis. One of the many practical uses for this is to manage the cold chain for vehicles without active refrigeration," explains Scott.

The improvements are monitored via an exhaustive benchmarking process, which compares schedule results across hundreds of sample data sets. Transit does not release a new version of the optimising engine unless the benchmark results demonstrate significant reductions in schedule costs in all applications. Importantly, the benchmarking data has been designed to make the system as robust as possible, under operational conditions.

These constant improvements pay off for Transit clients. According to Gary Coe, a long-time user of *Transit*, "Transit is one of the few true optimisers of any note around - the rest of the market, which use heuristic algorithms, can handle bigger problems but do not generate anywhere near the efficiencies of *Transit*."



> client news

> corporate license for post

Australia Post's use of Transit dates back to the late 80's, when they first reviewed potential scheduling systems.

They were initially undecided as to the respective merits of three contenders but after a year's trial of each, they concluded that *Transit* was the best choice. This proved to be the right decision for Australia Post as they rolled *Transit* out to nine sites over the next 15 years.

Australia Post has now made a second major decision in regards to scheduling systems. They have decided to purchase six more licences via a corporate licence for *Transit* in order to extend scheduling optimisation to more parts of their business. This licence will allow a range of day-to-day optimisations to occur across transport, courier and specialist household delivery operations.

Australia Post will also use *Transit* to win new business by modelling its tender submissions and costing proposals. Even their existing clients will benefit from value-added services through optimised schedules and "what-if" scenarios.

Australia Post told Transit that their big advantage as compared with other suppliers was that they have the ability to change the algorithm and program logic. Other providers are often locked into proprietorial software and cannot change the optimisation engine. "Transit are willing to make changes to the system's logic and algorithms. It is a local system, and customisation can happen quickly. This really makes a lot of difference."

Transit has clearly demonstrated its ability to meet the demands of Australia Post's very complex network and show real savings time and again. In a highly competitive market, *Transit* has proven that it delivers the competitive edge that helps keep Australia Post at the forefront of its industry.



> client news

> toll's user base expands

The number of Toll Logistics users of *Transit* has jumped to over 15 following the purchase of licences for their Arnotts Biscuits and Spicers Paper contracts in Melbourne.

Toll has been a client of Transit's since the early 90's, when they installed their first *Transit* licence at the Toohey's operation in Sydney.

Justin Gearside, a Distribution Supervisor for the Toohey's contract, says that Toll Logistics are using *Transit* to schedule the deliveries of packaged goods and kegs to Sydney metro, Gosford and Wollongong areas. "By using *Transit* we save hours of work—and paper! I find Transit Computer Systems a helpful and friendly company that save our business a lot of time and money which in the long run is what it's all about," he says.

The next two licences were purchased in the mid 90's. They were both national systems and very early releases of the first "Transit for Windows" system. These licences have been shared by a number of users over the past

seven years in the Food and Beverage, and Toll Solutions groups. These users include Tom Keipert, General Manager of Transport Operations in Food and Beverage; Paul Colquhoun, Business Development Manager in Food and Beverage; and John Bayne, Group Development Manager for Toll Solutions.

Tom Keipert says his team "use *Transit* to perform analytical modelling for a number of our existing and prospective clients, because of its relative ease of use and the expediency of its results".

"We've used it to determine the commercial viability of alternate distribution methods, in particular, modelling the effects of removing and/or changing existing delivery parameters, and also to establish new zonal rate structures for clients who wish to activity base cost their distribution in accordance with geographic spread," he added.

> client news

> transit helps couriers



The newly released Pick-up and Deliver scheduling module, an optional extra in *Transit Odyssey*, has been a real hit with Transit's courier clients.

Although originally developed for multi-depot scheduling, any operation that involves picking up from, and delivering to, multiple locations will benefit. This makes fixed runs for courier companies an ideal application for this module.

Messenger Post, Courier Australia and Mayne Logistics' Courier Division are all early adopters of the new module and have quickly discovered it is an invaluable tool for their operations.

"We use *Transit* to enhance run schedules for existing customers and also to assist us in providing scheduling solutions for new business opportunities," says Dean Kuczko, Mayne's Permanent Fleet Operations Manager.

"We recently implemented a successful new run structure for one of our major customer's AM mailbag deliveries utilising *Transit*. This enabled us to achieve a good outcome which reduced our costs and provided a cost saving for the customer," he says.



> consulting news

> transit consulting continues to grow

Transit Consulting continues to provide routing and scheduling expertise to various industries. This includes consulting to companies that need routing and scheduling solutions on an infrequent basis and existing *Transit* clients in need of extra resources.

Luke Bouchier, Transit's Consulting Manager, is very excited about the 35 per cent increase in consulting revenue over the past year. "While we are winning business from new clients, such as Weston's Milling, Consolidated Transport Industries and TKT Transport, we get a lot of repeat business from satisfied consulting and *Transit* clients, such as TNT, Nestle, Mayne, Goodman Fielder and Toll Logistics," he says.

Territory reorganisation

How much would you pay to save almost \$500,000 a year? For Georg Meisch, Goodman Fielder's Logistics Manager for Baking, the cost was less than \$20,000 for Transit Consulting's services.

Although an accomplished user himself, Georg used Transit Consulting to help him meet tight timeframes. The enormous effort it took to manage the restructure of the NSW bread distribution meant that he needed extra arms and legs to run the system.

In all, Goodman Fielder's savings from the *Transit* reorganisation were about 20 per cent across the board, in terms of vehicles, hours, kilometres and dollars. Transit Consulting prepared the schedules and returned the results Georg needed, thereby enabling him to give implementation his fullest attention.

Costs for tenders

Tender preparation can be a time-consuming and complex exercise, which is one reason why Transit Consulting has provided assistance to many companies, when preparing tenders, especially when the timeframe is limited.

Paul Colquhoun, Toll's Business Development Manager for Food and Beverage, says: "*Transit* plays a great role for us in business development. *Transit* quickly and efficiently gives you a snapshot of the capital requirements, the kilometres travelled and hours worked (for a Greenfield scenario) - the three main cost drivers of any logistics solution. This data then provides some valuable input for costing purposes."

> consulting news

> more training brings more savings

Transit is an expert system, but more importantly, it is a tool that is only as good as the user who wields it. As such, users of *Transit* require training, not only in how to use its functionality, but also in how to produce practical schedules and interpret the results. With this in mind, Transit have enhanced their "Introduction to *Transit*" training program and now offer an intermediate program for clients who use *Transit* for "what-if" scenario planning and modelling.

The introductory program is aimed at operational users and their managers. It includes a half-day session on the theory behind optimised scheduling, a half-day session with hands-on case study based learning, including take-

home exercises, and a final half-day session that is customised to the user's operation, utilising the user's own data.

The intermediate program for modelling is aimed at business development staff, analysts and logistics managers. It teaches best practice methods for using *Transit* to help with the preparation of tenders, fleet configuration planning and the analysis of existing operations. The course, which draws on the extensive experience of Transit's staff, covers topics such as documentation, management sign-off of assumptions and the importance of action replays for calibration and baseline comparison.

> a to b news

> a to b all over australia

More and more companies are turning to *A to B* for time and distance information. In fact, at last count there were more than 70 licences in use around Australia.

These licences are used by companies that range from courier operations that require time and distance data for quotations to café franchisee operations that need to determine exclusion zones to government audit departments needing to validate politicians' travel claims.

Paul Kelly from Premier Cabs uses *A to B* in his busy call centre. "Customers often ask for an estimate of their fare before making the booking," he says. "*The A to B Quotations* system has been a godsend to us. The program is fast and easy to use, and the multi-tariff feature allows us to customise the program to our needs."

A to B uses the time and distance information that Transit develop for their routing and scheduling system. It is an advanced yet simple transport planning tool. It can be used to produce cartage quotes for customers by combining time and distance data with costing information or it can be used to provide existing or potential customers with a cost table for deliveries to all localities within a nominated radius.





> staff news

> staff news

Damian Scott joins Nicola Williams on the board of directors after being promoted to Operations Director this last year. "Damian did a fantastic job with the design of *Transit Odyssey*, which showed his rare combination of attention to detail and breadth of vision." says Nicola. "We also have been impressed with the good relationships he has built with our clients and the management skills he has displayed with the development and client support teams."

Damian joined Transit in 2000, after working for 12 years at Australia Post in state and national logistics operations, where he was their number one *Transit* user.

Scott Dowell continues as Transit's Client Support Manager. Scott and his team are responsible for the

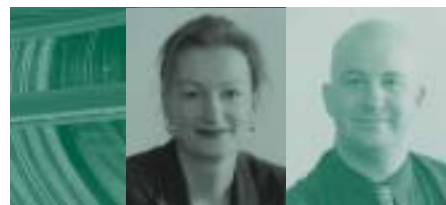
positive feedback they get regularly from clients, such as "very good customer service with prompt and courteous staff".

Jud Wheatley, the Chief Developer of *Odyssey*, showed remarkable passion and dedication over the past year, having worked many long hours to ensure *Odyssey's* release was not too far behind schedule!

Luke Bouchier was welcomed to the Transit team this year. Luke, who heads up the consulting team, brings with him six years of experience as a Fleet Supervisor and Distribution Analyst with Mobil.

> staff news

> why choose transit?



The decision-making process you go through when choosing goods or services is not that different from choosing a new employer, a decision I made in the last year. A customer is looking for a reliable product that provides a solution and is easy to use, and for a pleasant experience in dealing with the supplier.

The thought of working for a small Australian company was exciting, however, coming from a multinational company, I wanted to be sure that Transit was a stable company, and that I liked its plans for the future.

So I did my homework. Transit, I found, have a solid track record. They have been around for 30 years and have a strong client base. They are also expected to secure growth opportunities in South-East Asia, making for a very exciting future. Transit have created an excellent team environment. I work with a group of young committed professionals who are always looking to do things better and help clients.

The Transit system generates result after result from a consulting perspective, and it is rewarding to be able to directly contribute to both the client's and employer's bottom line.

Luke Bouchier
Transport Consultant



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