

# All On Mobile

## Case study: Mack Logistics

**Mack Logistics is a logistics company who specialises in securely transporting high value motor vehicles both nationwide and across Europe. With over 20 years of experience in logistics and a passion for vintage cars, they are “driven” to provide tailored service to each of their clients.**

### The challenge

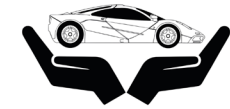
Having recently been made an on-board transport supplier for one of the world’s most prestigious car manufacturers, Mack Logistics required a more robust solution that would professionally document jobs securely. Prior to using All On Mobile (AOM), consignment notes were written on paper forms and delivered on site or scanned and emailed at a later date. This process presented a few challenges, most notably was the amount of admin work required to send multiple documents and the system’s basic nature didn’t properly reflect their values or image.

### The solution

AOM allows Mack Logistics to create tailored digital forms suited to their requirements. New jobs can be sent to drivers instantly and updated in real-time, giving head office an accurate picture of their jobs’ progress. The information is securely stored and instantly delivered to the clients’ email address, reducing administration time and increasing transparency.

### The results

After All On Mobile was integrated into Mack Logistic’s system, evidence of improvements were noticed immediately; the documentation was clear, it reduced admin time and there is no risk of missing documents. Digital forms have been built to improve the efficiency and accuracy of the process. Drop down menus makes it quicker to input information, saving time and reducing the chance for mistakes, and customers have found it easier to search for previous records. This has resulted in strengthening the Mack Logistics brand and improved relationships with their customers as they have greater confidence in their services.



### A quick glance

**Customer:** Mack Logistics is a high value motor vehicles logistics company.

**Solution:** All On Mobile’s tailored digital forms capture and secure consignment notes.

**Results:**

- 100% reduction in lost sheets
- Increase in professionalism
- Rise in customer satisfaction
- Better brand perception

