Trading as Trans Data Communications

Transport and Logistics Capability

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# Transport and Logistics Capability

1. Overview

Sonar has been developing its best practice scheduling and dispatch solution for customers since 1991 and has a broad customer base in the transport and logistics sector. Customers range from major transport companies, such as Toll Logistics, to specialist goods carriers, limousine companies and couriers.

Designed as a specialist high volume job booking and scheduling system its flagship product, Trans-Send is regarded as a class leader, capable of meeting the most stringent requirements of any transport business.

2. Sonar Technologies Framework - Core Modules

Sonar solutions are built on a core modular technology, which enables each solution to be adapted to meet a customer's specific requirements.

Modules are activated 'as required' and generally include the following, irrespective of customer requirements.
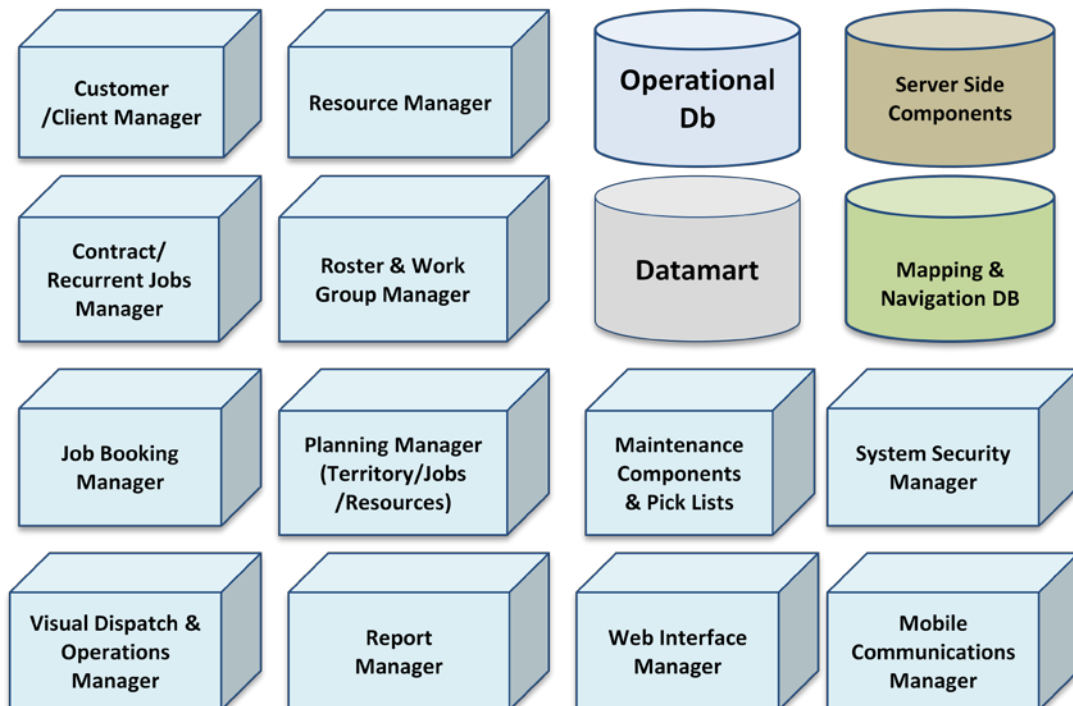
3. Sonar Technologies Framework - Additional Modules

Other modules are activated as required. For instance, in the case of most Trans-Send users, the Pickup and Drop Manager, Auto-Scheduling Manager and Trans-Trace Manager are activated.
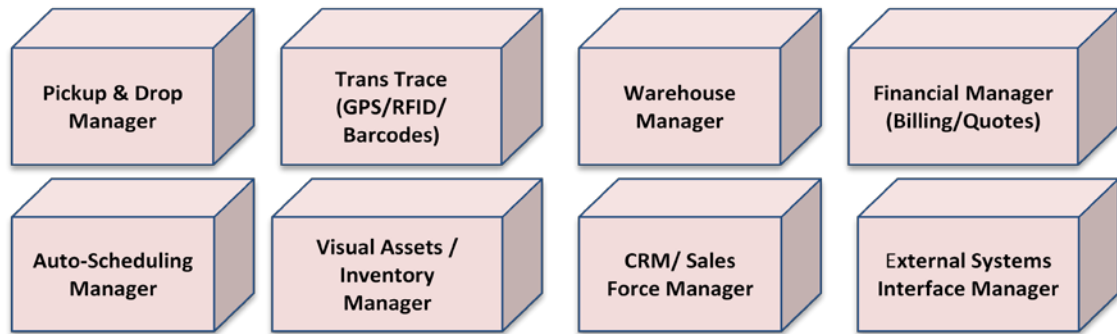
4. Trans-Send Capability

Trans Send meets the requirements of any transport and logistics business requiring one or more of the following:

1. High volume assisted job booking
2. Permanent, recurrent job management
3. Auto job generation of recurrent jobs
4. Pick up and drop job optimization
5. Load order and load management
6. Route optimization and auto-scheduling of jobs
7. Resource and Vehicle Management
8. Vehicle location tracking (GPS and RFID tracking)
9. Map Scheduling and Auto-dispatch of jobs
10. Driver PDA receipt of jobs and job progress reporting
11. PDT/PDA mobile device real time communications
12. OH&S and Driver Safety Management
13. Customizable reporting capability
14. Customer track and trace facility
15. Warehouse management integration
16. Real-time interfacing to back end ERP systems

5. Trans-Send Key Benefits

The return on investment from a Trans-Send solution is often significant as a result of the efficiencies gained from:

1. High volume job management and visibility - 50,000+ jobs per day
2. End to end work flow automation through mobile devices and tracking
3. Removal of paper - increased speed and elimination of errors
4. Barcode/RFID tracking - increased speed and elimination of errors
5. Real time automated proof of delivery - revenue gains and reduced conflict
6. Track and Trace - CRM and customer retention
7. Automated job generation and dispatching - optimized routes, higher job completions
8. Real time visibility of resources and assets - increased control and use optimization
9. Optimum territory planning and resourcing - increased productivity
10. Reporting – real time visibility of productivity and profitability
11. Back end integration - improved invoicing and cost recovery

6. Customer Verticals

Trans-Send is such a versatile solution it is well suited for almost any transport or logistics business 'out of the box'. Where additional customization is required, such as extra reporting or changes to the standard mobile user application interface these are generally quick to develop, making implementation very fast. Of greatest importance is that the same core technology is in use and meeting a wide range of customer requirements.

1. Air Freight
2. Road Freight
3. Sea Freight
4. Car Carrying
5. Bus/Limousine
6. Laundry
7. Sand and Gravel
8. Equipment Rental
9. Pathology
10. Emergency Services

7. Key Component - Pickup and Drop Manager

Allocating jobs to a vehicle where the requirement involves both dropping and picking up goods, such as a car carrier delivering new cars and picking up used cars is often very complex and time consuming.

Sonar's Trans-Send Pickup and Drop Manager makes such tasks relatively simple by providing the dispatcher with the tools necessary to create optimum routes for any number of vehicles.   Using the PUD capability, vehicles and drivers can be as fully utilized as possible at all times. At the same time distances travelled are minimized, with resultant additional savings and productivity returns.

The system utilizes a visual map of pick up and drop jobs together with key job and vehicle information such as weight, volume, capacity and time constraints to determine the sequence of jobs. Where a pickup has to occur before a drop, the system determines whether other jobs can be fitted in en-route and the required load sequence to ensure the optimum utilization of the vehicle.

# 8. Route Optimization - Auto-scheduling
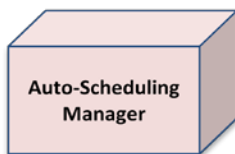
For any transport and logistics business, route optimization is a critical requirement. Not only does it reduce fuel and other related costs to a minimum it maximizes the productivity of each vehicle and driver.

Sonar's auto- scheduling module utilizes a complex algorithm that makes route planning extremely simple and fast. Settings enable the scheduler to take into account a variety of options, such as avoiding low underpasses, toll roads and maximum speed limits for road types.

Once completed each schedule can be viewed by the dispatcher and manually amended via a map interface to further improve the route or take into account conditions the scheduler was not aware of.

9. Vehicle and Goods Tracking
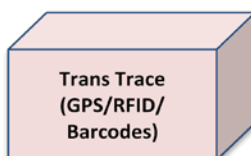
Keeping track of vehicles is now an important safety and security requirement in many transport and logistics businesses, especially in the area of specialist goods transport.

While GPS vehicle tracking is now a norm with many fleets, Trans-Trace is not only capable of keeping track of any vehicle it can also be utilized to track specific goods being transported.   With the fitting of special readers and use of RFID technology the module will enable the logging of goods into and out of a vehicle and the location of the vehicle and the time the goods were loaded or unloaded.

Using Sonar's Warehouse Manager, the goods can also be tracked within the warehouse or depot, thus providing end to end track and trace capability. This can be of special importance with large volume businesses keeping track of many small objects. The Sonar solution is to use special RFID fitted cages to hold multiple objects and readers to track the movement of the cage around the depot and from vehicle to vehicle until the job is finally completed.

Special alarms can be fitted to alert drivers of rest periods in accordance with OH&S regulations and a panic back to base alarm is a standard feature.

10. Customer/ Client Manager
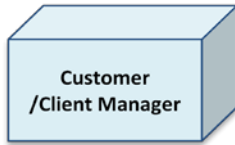
A core component of Trans-Send is the customer manager that holds all the required address and contact information to enable pickup and/or drop jobs to be effectively managed. In large organizations the information is often fed into the system via a direct interface with an existing customer booking and billing system. In smaller businesses the module can be used to manage the end to end process, including client billing and account reconciliation.

11. Job Booking

Where a transport or logistics business has contracts or agreements with clients to make recurrent or regular visits to specific locations, Sonar's Contract/ Recurrent Jobs Manager is utilized to automatically generate the jobs. Job generation can be set for any future period and is based on a set of factors such as last job date, frequency and job type.

Where jobs are booked on an ad-hoc basis, such as a courier or parcel delivery business, Sonar's Job Booking Manger is utilized to manually create each job. The high volume capacity of the booking manager and its ease in creating jobs enables even the largest organization to manage its job booking process via its call center. In small business environments virtually anyone in the office can take jobs given the simplicity and speed of the process.

12. Job Dispatching

With Sonar's Trans-Send, job dispatching is a very simple process. Once finalized , auto-scheduled jobs can be dispatched to each driver's PDA with a single mouse click.

Jobs that have not yet been allocated to a vehicle can be viewed on a map and allocated individually, or into runs, based on the current position of the vehicle, time of day and estimated travel. Even the estimated travel time from one job location to another is calculated by the dispatch manager.

The process simplifies the dispatcher's job to the extent that one person can manage a large fleet with many hundreds of daily jobs.

Jobs progress is monitored via the dispatch screen in real time so the dispatcher can quickly see the status of any job and react accordingly if problems arise due to incidents or delays in the field.

13. Mobile Device Manager
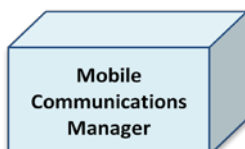
Fast, reliable mobile communications is a key requirement for any transport or logistics business. Sonar's mobile communications manager

has been in place for over 20 years and provides an extremely mature and reliable real time interface between the dispatcher and driver in the field.

Dependent on carrier and PDA device selected, there is no limit to the number of vehicles or simultaneous messages the system can manage. Messaging is multi directional, allowing for information to be passed to one or more drivers at the same time.

Job data is replicated on each driver's PDA and drivers can continue to work even if the communications link is cut. Once communications is re-established field device queued messages have priority over base end messages.

Sonar has a team of specialist developers experienced in developing mobile device applications. An extensive set of PDA application class libraries is now available, making the development of even complex field applications relatively simple and fast.

While most major transport and logistics companies utilize robust PDA devices, these are often expensive and some smaller businesses use domestically available smart phones. Sonar has therefore gone to significant lengths to ensure its applications are device independent.

14. Managing Resources
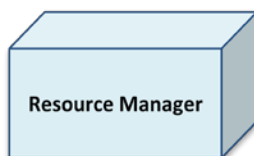
Sonar's resource management modules enable a business of any size to manage its resources, including rosters, time sheets, unavailable periods, skills and its OH&S policies.

An additional module to that normally available in such systems is Sonar's Work Group and Planning Manger's.

The Work Group Manger enables resources to be allocated to specific regional areas or territories. Alternatively drivers can be allocated to specific job groups.

The Planning Manager provides the additional capability to fix daily territories for each driver based on recurrent jobs. Jobs are visible on a planning grid and map allowing the Planner to allocate them to drivers and set their territories based on the number of available jobs.

15. Billing & CRM
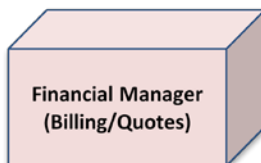
For organizations requiring it, Trans-Send incorporates a sophisticated financial management module. Extremely flexible, the module enables either a full or partial invoicing and receipting capability. In cases where only the job details are required for utilization by the businesses corporate FM system these are passed to the FM system via a direct interface or if preferred batch process.
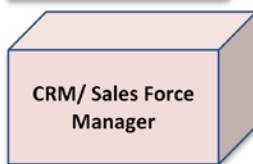
Customers also have the ability to utilize Sonar's CRM Manager, which provides the same functionality as any typical sales force application. The benefit of using the Trans-Send inbuilt module however, is that an integrated view of both the

sales and customer relationship management processes and the resultant operational job management processes is available. This is particularly beneficial for businesses wishing to concentrate their sales efforts in areas that will maximize their fleets productivity.

16.   Trans-Elite - Specialized Limousine Module

Sonar has an additional module specifically designed to meet the special requirements of the Limousine industry. This is particularly relevant in the area of billing and cost distribution, including contractor payments, frequent flier transactions, credit card split payments and different charging models.   Trans-Elite is in use by the majority of the major Limousine hire car companies in Australia.

17.   General Capability Summary

17.1.   Sonar Software Solutions

All Sonar developed solutions incorporate the following features:

11. Solutions are scalable from less than ten, to in excess of 3,000 concurrent users and can manage many thousands of simultaneous transactions.

12. Solutions can be directly interfaced to any other system such as Oracle, PeopleSoft or SAP.

13. Solutions are built around a common 'core' and are modular. This enables them to be fully customizable to suit each user's specific requirements.

14. Solutions have inbuilt high level user and data security to satisfy the most stringent security requirement.

15. Solutions incorporate a separate Data Mart and reporting layer utilizing Crystal Reports. Users have the ability to tailor their own reports.

16. The core technology is C# and .Net. Mobile device solutions utilize all current vendor operating systems, such as Android.

17. Solutions are client server or web based, either centrally located or distributed, including Cloud based.

18. Solutions utilize a double byte Microsoft SQL Enterprise Server RDBMS and thus can meet any language client requirement. Solutions can utilize other RDBMS, such as Oracle as required.

17.2.   Third Party Software Solutions and Integration Services

1. While it has a wide range of owned solutions, which can directly or be tailored to meet most client requirements, Sonar is committed to always delivering 'best practice' . Accordingly the business has partnered with a number of major software vendors, such as SAP and Oracle to provide solutions that 'best fit' a client's specific requirement and IT policy.

2. In partnering with major vendors, Sonar has developed an experienced, mobile team, of business analysts, system architects, database administrators and project managers to provide all necessary system integration services. In some cases this involves working with vendor partners in interfacing a Sonar solution with an ERP solution such as SAP.

17.3.   Resources and Skills Capability

1. Sonar prides itself on its capacity to recruit, train and retain its skilled staff, some of whom have been with the company since its creation in 1992. It currently has development teams and integration partners in Australia, India, Singapore, the Ukraine and the Middle East.

2. The company uses an industry team based approach to meeting each customer's requirements. This enables team members to build up specific knowledge of an industry sector, thus further enhancing their capacity to deliver best practice solutions.

17.4.   Mobile Device and Solution Capability

1. Sonar has been developing integrated mobile device applications for nearly 20 years and partners with all major mobile hardware vendors.

2. Its specialized skills in delivering mobile device technology that meets a wide range of specific user requirements.

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