

# tmWare and Portable Solutions for Industry team up

Portable Solutions for Industry Ltd (PSI) and tmWare have formed a new partnership in order to offer customers a one-stop shop for end-to-end transport/warehouse management systems and portable hardware devices, together with ongoing maintenance and support. With many years of industry experience between the two companies, this new partnership provides a cost-effective and seamless service to customers. Another benefit is that all after-sales support is UK-based.

PSI's managing director Andy Cray said of the new partnership: "This relationship with tmWare is a good example of how we can connect seamlessly with partners and their operations. Our maintenance and support solution and service offering dovetails perfectly with tmWare's own excellent software offerings and provides the ideal one-stop shop for tmWare customers. We can provide any level of support and offer any level of involvement tmWare requires on



**Andy Cray: "Our maintenance and support solution and service offering dovetails perfectly with tmWare's own excellent software offerings and provides the ideal one-stop shop for tmWare customers."**

a project-by-project basis. I believe that, with this type of seamless relationship the sum is much greater than the parts."

One such company already benefiting from this partnership is SW Group Logistics. A long-standing customer of tmWare's Warehouse & Transport Management Systems, SW Group Logistics recently placed an order for 40 new Sky M3 portable, rugged PDS, RFID handheld mobile computers featuring integrated barcode scanning, bluetooth and camera. Shaun Coughlin, tmWare's managing director, comments that one of the many key benefits of the M3 for SW Group Logistics is the way it enables its drivers to send and capture data and provide live tracking status updates to its customers.

## Very competitive

Gary Causer, IT/commercial manager at SW Group Logistics, explained the background behind the company's decision to source the Sky M3s. "We had looked into the purchase of mobile devices a few times previously but had been reluctant to go ahead with the investment due to the high unit cost and cost of ongoing maintenance support. With the introduction of the Sky M3 we are able to benefit a device that is rugged, lightweight and with all the functionality we require to introduce real-time POD signature data capture. And the cost of the unit and support contract is very competitive when compared to other devices with the same functionality."

Causer added that the introduction of these devices is crucial to ongoing customer support and visibility of consignments. "Customers will be able to see the >>



signature of who took receipt of the consignment moments after it has been delivered," he said. "There will also be the functionality to see an image of any damage that has happened to goods when we collect them from third parties. In addition, the data will give us more accurate statistics of how our fleet is being utilised, etc."



**Shaun Coughlin:** "One of the many key benefits of the M3 for SW Group Logistics is the way it enables its drivers to send and capture data and provide live tracking status updates to its customers."

Cray said of the Sky M3: "This is a very good quality, cost-effective device. It is also a very reliable, solid product so users won't experience a lot of downtime. At PSI we maintain all the main manufacturers' handhelds and so have a very good idea of what return rates are like right across the broad spectrum of devices. And without doubt the M3 easily up there with the best. It also comes as a bundled solution with appropriate cradle and accessories depending on the requirements of the end."

“Our software constantly needs ad hoc changes to support customers' requirements, and over the years I have never had to say to a customer 'no, we cannot do that'," he said. "This is one of the many reasons why we have remained with tmWare and will continue to do so in the future."

– Gary Causer, SW Group Logistics.

### Trust and excellent customer service

SW Group Logistics has worked with tmware for over 15 years and, as Causer explained, over this time tmWare has built up a good relationship based on trust and excellent customer service. "Our software constantly needs ad hoc changes to support customers' requirements, and over the years I have never had to say to a customer 'no, we cannot do that'," he said. "This is one of the many reasons why we have remained with tmWare and will continue to do so in the future." ●



The use of mobile software for tracking and POD can greatly improve the accuracy and availability of information for both you and your customers.



in partnership with



Providing a full mobile solution for a quick and easy way to add real value to your service

Available as part of the tmWare suite of modular solutions for Transport Logistics and Warehousing companies.

Plan, manage and track consignments and vehicles. Use effective reporting to optimise and monitor, with interactive dashboards. Online reports and entry programs give real added value to your customers.

Don't let hardware slow you down, with instant swap out cover as standard, you'll always be fully operational.

For more details on:

software solutions visit [www.tmware.com](http://www.tmware.com)

hardware solutions visit [www.portablesolutions.biz](http://www.portablesolutions.biz)



tmWare | [enquiries@tmware.com](mailto:enquiries@tmware.com) | +44 (0) 1827 304104  
one pebble close business village | amington | tamworth | b77 4rd