



Spark^{nz}



DELIVERING **EFFICIENCY** THANKS TO **MANAGED MOBILITY**

"Digital technologies like Managed Mobility not only allow us to up our own game but they also mean we support the growth of fellow New Zealand businesses through our improved transporting services."

Andrew Dyne - IT Manager, Hilton Haulage

Behind the Business

HILTON HAULAGE

IS KEEPING THINGS ROLLING

Thanks to Managed Mobility from Spark



Now trucks, technology and IT resource are all running smoothly.

As one of the leading suppliers of transport and storage facilities in Canterbury, Hilton Haulage definitely know a thing or two about keeping things on track. They pride themselves on the supply of a cost-effective, dependable service. And as a result they've been growing year-on-year since they started in 1994.

But to maintain their competitive advantage over the long haul, they're fully embracing the benefits of mobile technology. In fact they're incorporating it into their day-to-day operations in the form of tablets in each truck.

Keeping up with over 170 devices in truck cabs all over the South Island however is no mean feat. But Hilton Haulage's IT Manager Andrew Dyne manages to keep them all running, updated and maintained with an IT team of just three people.

He does this with the help of Managed Mobility from Spark. It's a service that helps businesses keep up with their ever-evolving technology needs, by providing expert end-user support, device lifecycle management, expense management and system-managed security policy enforcement across a wide range of devices.

Andrew is definitely a fan. "Not only can we get a new tablet set up in under a minute, but we can monitor, update and support it remotely. We can push out improvements to software without pulling in 170 vehicles and losing any operational time."

"Half-a-day hold-ups due to technology faults are also a thing of the past now that our staff have access to a back-up supply of pre-configured tablets," Dyne adds. "They can simply grab a tablet off the shelf at any one of the 12 sites, log on and move on with their day with all the information required to provide an effective service."

According to Andrew, it would have taken at least four more people to join his team to achieve this sort of result. Instead they're freed up to focus on leveraging digital technologies to unlock the business' full potential and continually improve the service they provide.

Achieving better customer service through mobility

Hilton Haulage has had the tablets operating in its trucks for some time, yet it needed a solution like Managed Mobility to maximise their full potential.

About Hilton Haulage

- 330+ staff
- 12 locations across Canterbury
- Operate 150+ trucks and 200+ trailers
- Hold 170 Spark Managed Mobility licenses

"Our freighting services have improved with Managed Mobility. It's allowing us to control costs for our customers through better communication and improved efficiency."

Andrew Dyne - Hilton Haulage IT Manager

And for Hilton Haulage customers like Synlait Milk it's making a big difference. Synlait's General Manager of Manufacturing and Supply Chain Matthew Foster says it's vital the Canterbury-based dairy processing company manages its supply chain costs well.

"Partners like Hilton Haulage play an important role in the success of our business," he says. "The seasonal nature of our industry means our transporting requests frequently change, but it's never a problem for Hilton to adjust their services on-demand and still ensure that we achieve economies of scale in the freighting of our products."

"It's partners like Hilton Haulage who constantly strive for improvements in the service they deliver us that help us to manage our logistics well."

Matthew Foster - GM Manufacturing and Supply Chain, Synlait Milk

If you're ready to create better connections for your customers, speak to your Client Manager or call us on:

 **0800 694 364**

Andrew believes adopting new digital technologies is one way they'll be able to continue delivering ongoing value like this to their clients, and finding new ways to exceed customers' expectations has been a key driver that's helped Hilton Haulage grow 15 percent year on year, and maintain market leadership.

Driving forward

Hilton Haulage has signed a 12-month Managed Mobility contract with Spark but Andrew says it is unlikely to stop there given the benefits realised for Hilton Haulage and its customers in just a few months.

The business also uses Spark for mobile devices and mobile, voice, and internet plans. Next on the roadmap is private APN and VPN's to protect its mobile workforce and data when connecting to any network.

"I don't know what's changed over the last two years but we are able to access more of Spark's expertise and insights that is helping us to make digital technologies a more integral part of our business. Financially it's also working well, Spark gives us a better package the more services we have with them."

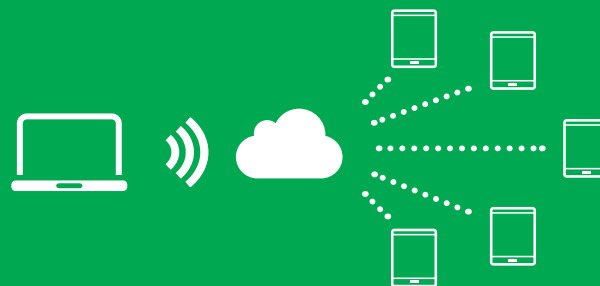
Key Managed Mobility Features

- Mobile Device Management (MDM) across all major operating systems and platforms
- Complete service management support for all users and devices
- Comprehensive device and data security
- Cradle-to-grave device support and asset tracking
- Device set-up and configuration
- Security policy management
- Application and operating system reporting
- Device sparing and warranty support

Choosing Managed Mobility from Spark means choosing a customer-centred solution that is connected, flexible, secure and supported.

Managed Mobility at a Glance

A service provided by Spark to facilitate app and mobile device planning, procurement, management and on-going support to businesses.



Efficient - Empowers mobile users with evolving technology without internal staff or process investment



Connectivity - Pre-configured devices get users up and running faster



Security - Device and data security enforced across every mobile tool



Cost effective - Minimises internal resource demands