

NetDespatch

Serving up *innovation* to the Transport Market

product

NetDespatch delivers 'software as a service' from its web-based technology platform, which is currently revolutionising operations within courier, logistics and parcel delivery companies such as Amtrak Express Parcels and APC Overnight.

NetDespatch provides electronic booking, tracking and innovative systems integration solutions, through a unique 'pay-per-order' business model.

NetDespatch is becoming a global standard for booking and tracking transport services that is being quickly adopted in the UK, Europe, USA and Australia.

NetDespatch offers a risk free solution that enables transport companies to implement class leading web-based IT at a fraction of the cost of traditional computer systems.

Key benefits to its clients are:

- *Improved customer service & communications;*
- *Elimination of continuing investment in IT;*
- *Significantly reduced operational costs*

feature highlights

- *Single solution for all types of service;*
- *Accessible anywhere via the Web;*
- *Simple deployment;*
- *No new hardware or software;*
- *Easily customised;*
- *Integrates with existing systems*

services

NetDespatch provides a wide range of services to facilitate new e-business solutions

- *Professional website design;*
- *IT consultancy and deployment;*
- *System integration;*
- *Web marketing*

history

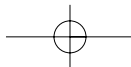
NetDespatch was formed in 1999 by Becky Clark and Matthew Clark. The Clarks previously owned a leading despatch software company that was sold in 1998 to the DMS Corp. (New York) as part of a NASDAQ US\$300 million float.

The management team has more than 50 years of experience in transport software and are respected as visionary thinkers. Non executive directors provide valuable advice and contacts in legal, financial and telecommunications areas.

All software has been developed internally, and NetDespatch owns all of the IPR.



www.netdespatch.com



NetDespatch Case Study

AMTRAK Delivers a **Better** Service

Amtrak was the first express parcel company to implement the NetDespatch Velocity web shipping application. Amtrak is a fast growing UK express parcels company specialising in home deliveries; web booking and tracking, for both clients and depots, is seen as an integral part of their business.

NetDespatch's wholly outsourced 'software as a service' is currently being used for booking collections and deliveries by over 1500 of Amtrak's customers including Comet, Virgin Wine, Laura Ashley and Tiny Computers. Amtrak anticipate that over the next 18 months usage will increase to over 60% of their daily consignments.

NetDespatch was initially selected to provide a customized web-based solution for the Amtrak 'OnLine Collections' service; where items are picked up across the U.K. for return to their customers. It was to replace existing customer PC-based systems which were expensive to maintain and could only be supplied to customers who booked significant volumes on a regular basis.

Seamlessly integrated with Amtrak's central computer systems 'OnLine Collections' was an immediate success, available to any customer, and so reducing operational costs. Enhancements were then made to take advantage of the powerful NetDespatch bar-code labelling application, enabling depots to print thermal or laser bar-code labels and receipts prior to collection of goods.

Amtrak then launched Daytrak, a nationwide same-day courier service, and once again selected NetDespatch – this time to supply a complete web-based management system, including booking, depot routing, tracking, pricing, and reporting.

"We were amazed how an entire national network could be computerized for so little outlay. We reckoned that a similar system using conventional IT would have cost millions" says Joe Dudley, Amtrak's Business Services Manager.

In December last year, NetDespatch Velocity was extended to support the main delivery business, allowing any Amtrak customer to book, label, manifest and track both collections and deliveries on line from a single login. In addition a powerful 'import engine' now allows Amtrak's customers to import jobs in any format, or to send their requests electronically – by email, ftp or http.

With the newly extended service, customers no longer need to make bookings by phone and paperwork such as hand written consignment notes and manifests, are unnecessary. Depots have an immediate view of all collections and deliveries booked through the system which makes planning more effective.

"This is the day-to-day method of communication between us and our customers and it is vitally important for customer service. We wanted to be sure we provided the very best solution; one that was quick and easy to use, and that was reliable and scalable. NetDespatch is spot on when it comes to meeting these requirements" says Joe Dudley.



NetDespatch Ltd PO Box 1831, Marlow, SL7 2UL T: +44 (0)1628 471047 F: +44 (0)1628 470671
email: becky.clark@despatch.net www.netdespatch.com