



Case Study

City Link Testing New Security Solution for Curtainsider Trailers

City Link, the UK's premium express delivery company, is field-trialling a unique security solution for its new fleet of curtainsider trailers to further enhance the level of service it provides to its Customers.



Summary of Study

The bespoke system designed by OEM Group Ltd (Enfield, UK) comprises three components:-

- *SecureTrac* – OEM Group's GPS satellite tracking and communication module
- *SecureSeal* – the company's stalwart security sealing unit, and
- *SecureSeal Sensor* – the company's newest innovation monitors a variety of conditions.





The *SecureSeal Sensor* monitors opening and closing of the *SecureSeal*.

The *SecureTrac* monitors the vehicle's starts and stops. Both elements are reported back to the client via the *SecureTrac's* satellite uplink.



In addition to the afore-mentioned conditions, the system has been set to automatically send alerts to the central control room if a trailer stops outside designated areas, or if anyone tries to tamper with the *SecureSeal* bonding cord that secures the curtainsiders en-route. In conjunction with the alerts, the system notifies the control room of the trailer's exact location at regular intervals while in-motion or en-route.

Furthermore, if, for example, a driver accidentally leaves a City Link Depot or Hub without fitting the bonding cord into the *SecureSeal*, the electric sensor will immediately send an alert.



Case Study Specifics

Company Profile

City Link is the UK's leading Premium Express Delivery Company providing high quality, flexible and innovative courier services across the UK, Ireland and Worldwide, City Link has been successfully delivering documents, parcels, pallets and freight throughout the world since 1969.

Business Situation

“Essentially our vehicles should not stop between collection and delivery,” explained Russell Mannix, City Link's Head of Security. With the launch of their latest fleet of curtainsiders, City Link was seeking an integrated optimum solution for security seal and trailer tracking.

“If a driver stops en-route with a locked cord, it will tell our control room and specify where the vehicle is.

We recently changed our large fleet from hard-sided to curtainsiders and we believe we have found the optimum solution for security seal and trailer tracking. “We believe no-one else in the industry is operating in this way.”

Technical Situation

The old security seal method used a bonding cord secured with manual seals, involving thousands of seal numbers. City Link did not have real-time trailer tracking and had to rely on drivers arriving at checkpoints. Additionally, managing all the data from manual seals was complex and very time consuming. There was also considerable eco waste with one-time use disposable seals.

Solution proposed by OEM Group Ltd

An integrated bespoke combination of a SecureSeal to secure the load, a SecureSeal Sensor to monitor door and seal opening and closing times, and a SecureTrac device to provide GPS tracking to monitor movement and location of the load and communicate immediate security alerts.

Methodology

The three products are designed to work in a seamless integrated fashion to provide all-encompassing global coverage of location, movement and security sealing. One of the unique features of the system is that the device fitted to the trailer, not the tractor. This enables direct tracking of the vital part of the vehicle that contains City Link's Customer parcels instead of relying on connection to the cab unit before data becomes available.



The integrated system allows remote monitoring of trailer location, door seal opening and closing, unscheduled stops.

Case Study Outcomes

The system was shown to work during the initial pilot monitoring stop/start conditions for the fleet and identifying several conditions that were previously invisible to central traffic delays (e.g. traffic delays, unscheduled stops, stuck in traffic). On one occasion, an alert was sent after a City Link trailer got stuck in a traffic jam caused by a road accident that brought the M40 motorway to a standstill. The system brought this delay to the attention of the Control Centre who in turn was able to give notification to City Link customers.

On another occasion the control room was alerted when a City Link driver made an unscheduled stop for an emergency comfort break at Taunton Dean service station!

“The system is much simple to operate because it only report exceptions,” explained Mr. Mannix. “It sends alerts when events are not as expected – instead of endless data like some other systems.”

“City Link delivers more than half a million parcels a day and this innovation by OEM Group Ltd will help ensure they are all delivered safely.”

Initially, the system was fitted to 10 of City Link’s trailers. After the successful three-month initial testing period, the company has extended the case study to 25 trailers, with the intention that it will be rolled out across the entire fleet in 2011.