Podfather

We help you deliver

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We develop and deliver software solutions that will streamline your logistics process. Our core product allows you to plan and manage your routes, allocate and manage jobs assigned to your third-party hauliers, capture electronic vehicle checks, issue customer ETA notifications, track drivers in real time, capture electronic proof of delivery and report on business performance.

Implementing Podfather across your business will result in you moving to a paperless process, reduce cost, improve utilisation, facilitate faster invoicing and revolutionise customer experience.

Our customers sit at the heart of everything we do here at Podfather. Together we are on a journey; a journey to streamline logistics processes, improve service and deliver huge savings for fleet operators.

Our clients include:

TARMAC · Rexel · Bidfresh · HOLCIM · CARVERS · United Utilities · BREEDON · ODDBOX · grs · SCOT JCB GROUP · Simply Lunch · Filshill · BROWNS · NHS · DestinyFoods

Who are we?

A dedicated team committed to developing, delivering and supporting solutions that help make your life easier. We have been in the business of optimising logistics operations for over 25 years and our cloud-based route planning and easy to use driver app is relied on by over 70,000 solution users every day.

We are proud of our information security credentials

As a business we take both your and our data security very seriously. That is why we have successfully held both **ISO 27001** and **Cyber Essentials** credentials for many years now. We are very proud to have these accreditations and work hard to maintain them.

ISO 27001 is the internationally recognised best practice framework for setting up and managing an Information Security Management System (ISMS). It proves that the accredited company has the right processes and procedures in place to handle a wide range of secure information assets. In short, ISO 27001 accredited companies are renowned for providing a best-in-class ISMS for the maintenance and control of information entrusted by third parties.

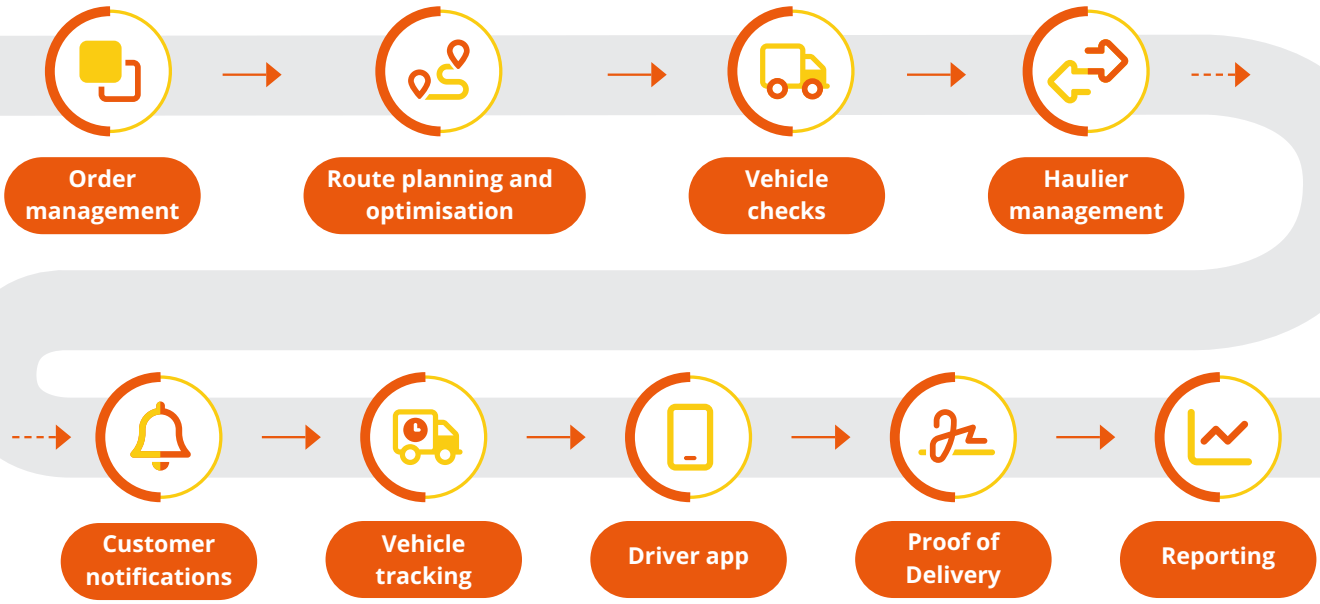
Cyber Essentials is a Government initiative and a recognised standard in cyber security created so organisations can show they have taken the required steps to help mitigate the risks or a cyber security attacks.

BREEDON

"This project's success has been a testament to the dedication of both the Breedon and Podfather teams. By working collaboratively, we have delivered a fantastic result. To be able to ramp up our electronic ticket numbers in just a matter of weeks of the changeover shows how successful the entire team has been."

Solution Overview

The Podfather solution has two parts: a cloud-based back office system, and an easy to use driver app. This joined up solution will allow you to plan and manage routes, assign work to your own fleet and to your third-party hauliers, capture vehicle defect checks, issue customer ETA notifications, track drivers, and capture proof of delivery. Report on operational performance and use real world data to make strategic business decisions.



RUN IT COOL
Multi-Temperature Logistics

'Since we introduced Podfather we've seen a huge difference in our department. Routes are now optimised in the Podfather system and then transferred to driver handheld devices. Deliveries are tracked and we can answer customer ETA questions with ease. It really has been a fantastic addition to our business."

Route Planning & Optimisation

Our route planning and optimisation software allows your jobs to be efficiently planned, and loads allocated, across your drivers and vehicles. We help you deliver by optimising vehicle journeys that consider time windows, customer constraints and vehicle capacities.

We deliver peace of mind for you and your customers. Irrespective of whether you are running pre-allocated routes, fixed routes, regional routes or want to create optimised routes for every run, our solution can help you make the best decisions for your business and your customers.

Core Features

Our planning and optimisation functionality is powered by advanced and intuitive algorithms that are developed by our in-house team of engineers.

Route optimisation

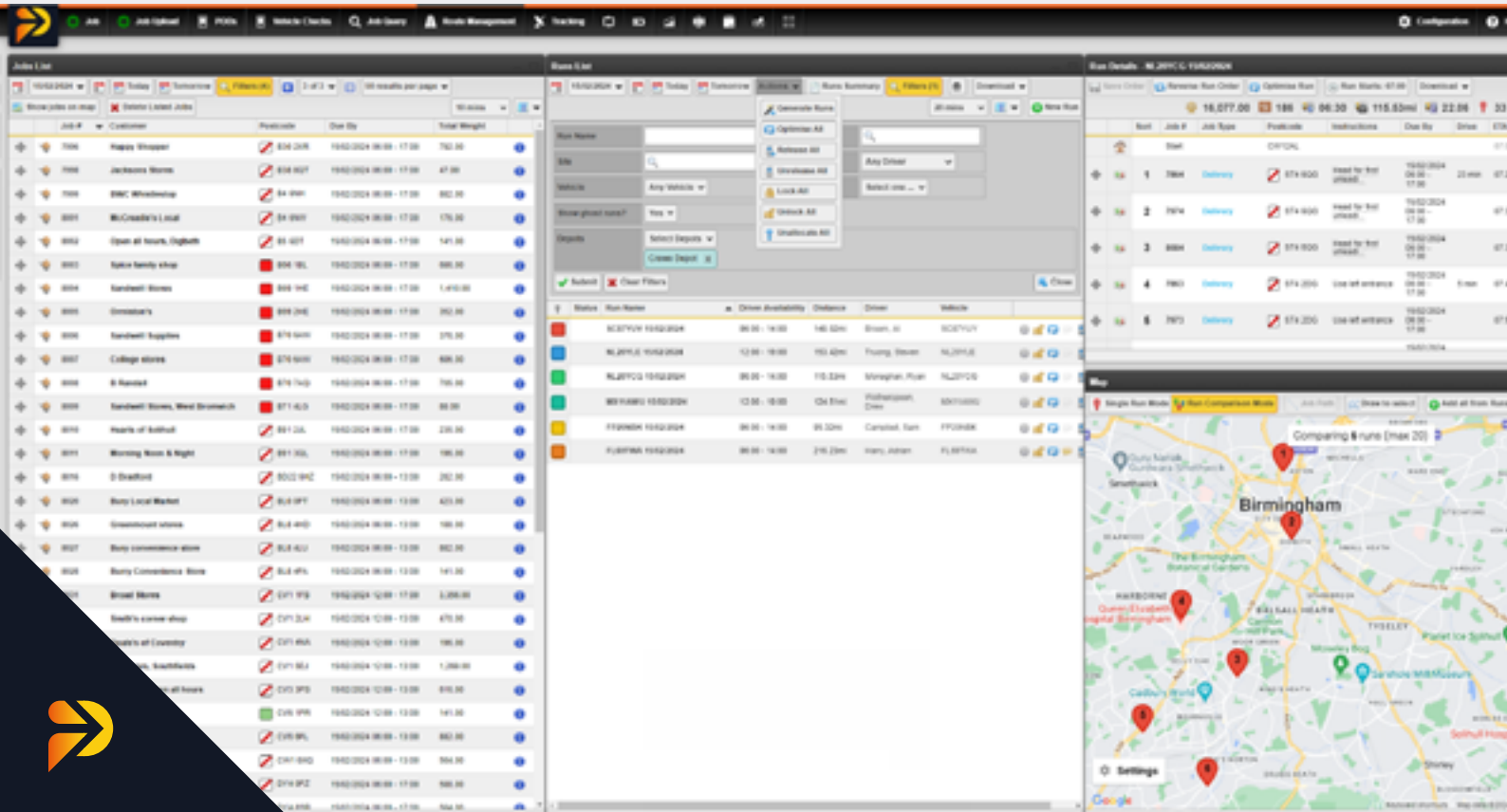
Ensure that vehicle route plans are optimised, cost-effective, resource efficient and meet customer time window expectations.

Job management

Automatically upload jobs into Podfather from your ERP system using our API, sFTP upload process or enter them manually.

Bulk logistics planning

Manage all your bulk aggregate and muck away loads from one screen using our intuitive drag-and-drop feature to create plans.



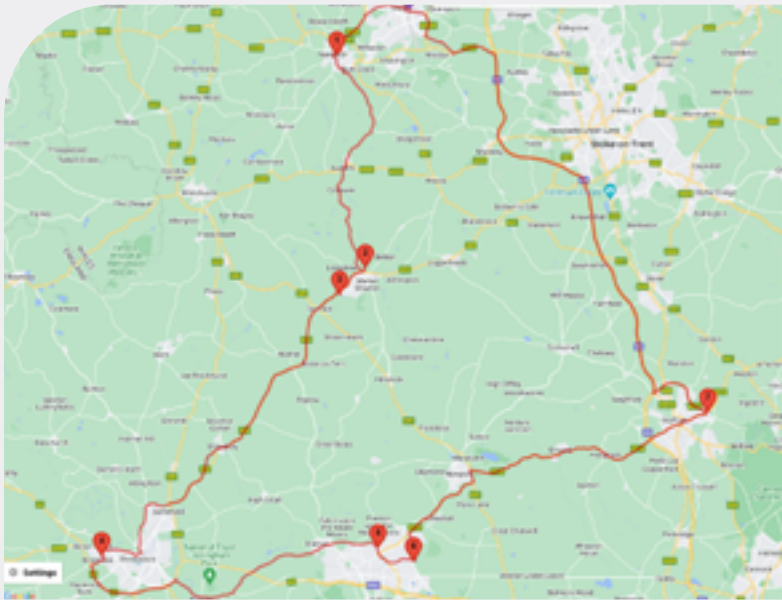
We rely on Podfather to help us plan and manage our delivery routes and it handles both our same-day and next-day requirements. The big benefit has been the reduction in the number of customers queries our branches have to deal with on a daily basis; our customers now know what is going to be delivered when and they get a copy of the electronic proof of delivery to prove it."

Use Case

Our route planning and optimisation tool can be used for a range of scenarios.

Whether you upload routes pre-allocated, run fixed routes daily or operate a dynamic plan, we can help you visualise route details and make informed decisions that maximise vehicle load capacity.

Our simple drag-and-drop interface will allow planning teams to manipulate route plans with ease, ensuring the best result each time.



Benefits

Efficiently plan jobs to minimise logistics costs – which can lead to massive **bottom-line savings for your business.**

Replacing old planning processes with an automated solution can **save hours of admin time each day.**

Ensure customer satisfaction with a planning system that can **optimise routes to hit delivery windows.**

Combined planning and live ePOD systems allow you to have **real-time visibility of progress throughout the day.**

Haulier Management System (Podswap)

Our Haulier Management System, known as Podswap, is a transport management solution designed for logistics companies and hauliers that are working together. It includes features such as job allocation, tracking, invoicing and proof of delivery (POD) management.

The Haulier Management System component within Podfather focuses on optimising transport management for hauliers and logistics companies by facilitating the smooth movement of work, and completed job confirmations to all parties. It's fast, efficient and gives you a paperless process across your logistics network.

Core Features

Our Haulier Managment System has a number of key features designed to streamline your process flow and improve operational efficiency.

Job allocation

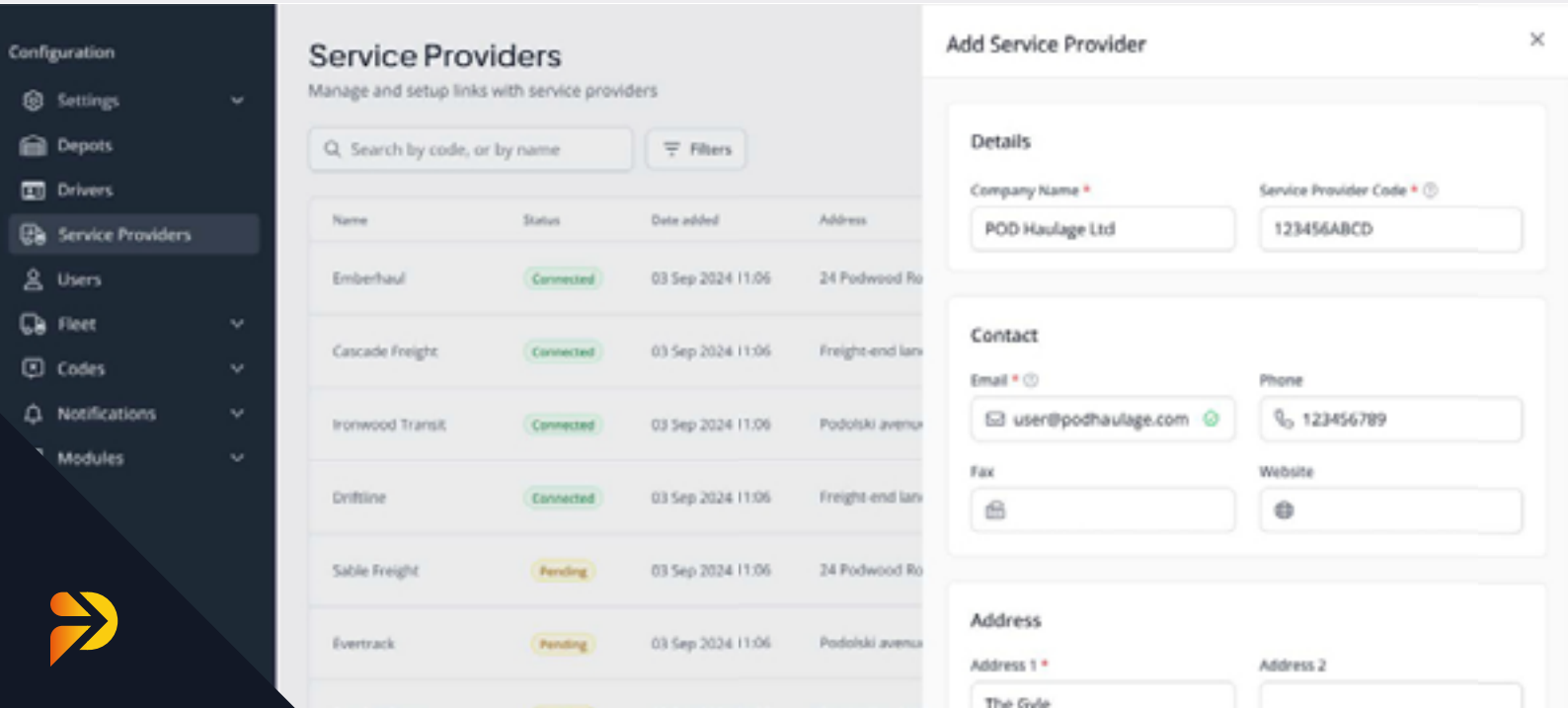
Automatically upload jobs and allocate them across your logistics network, to both your own fleet, and those of your third-party haulier(s) with ease.

Tracking jobs & loads

Track where your loads are, and which jobs have been completed via our driver app. We collect location data even when they are out of mobile signal range.

ePOD

Remove paper from your proof of delivery process and capture confirmation electronically. Includes photos, signatures and time/date/location stamps.



Benefits

Our Haulier Management System facilitates the smooth allocation, **tracking and reporting of jobs across your entire logistics network.**

Remove guesswork from your operation. Podswap users **get real-time visibility and full-time accountability of all the work** being carried out across their logistics network.

Remove paper from your processes. Electronically allocate work to those that need it, all with a few simple clicks. **Remove paper, cut processing time and improve efficiency.**

Running all your jobs through one system means you have a **clear audit trail of the whole process relating to each of your jobs**, irrespective of who completed them.

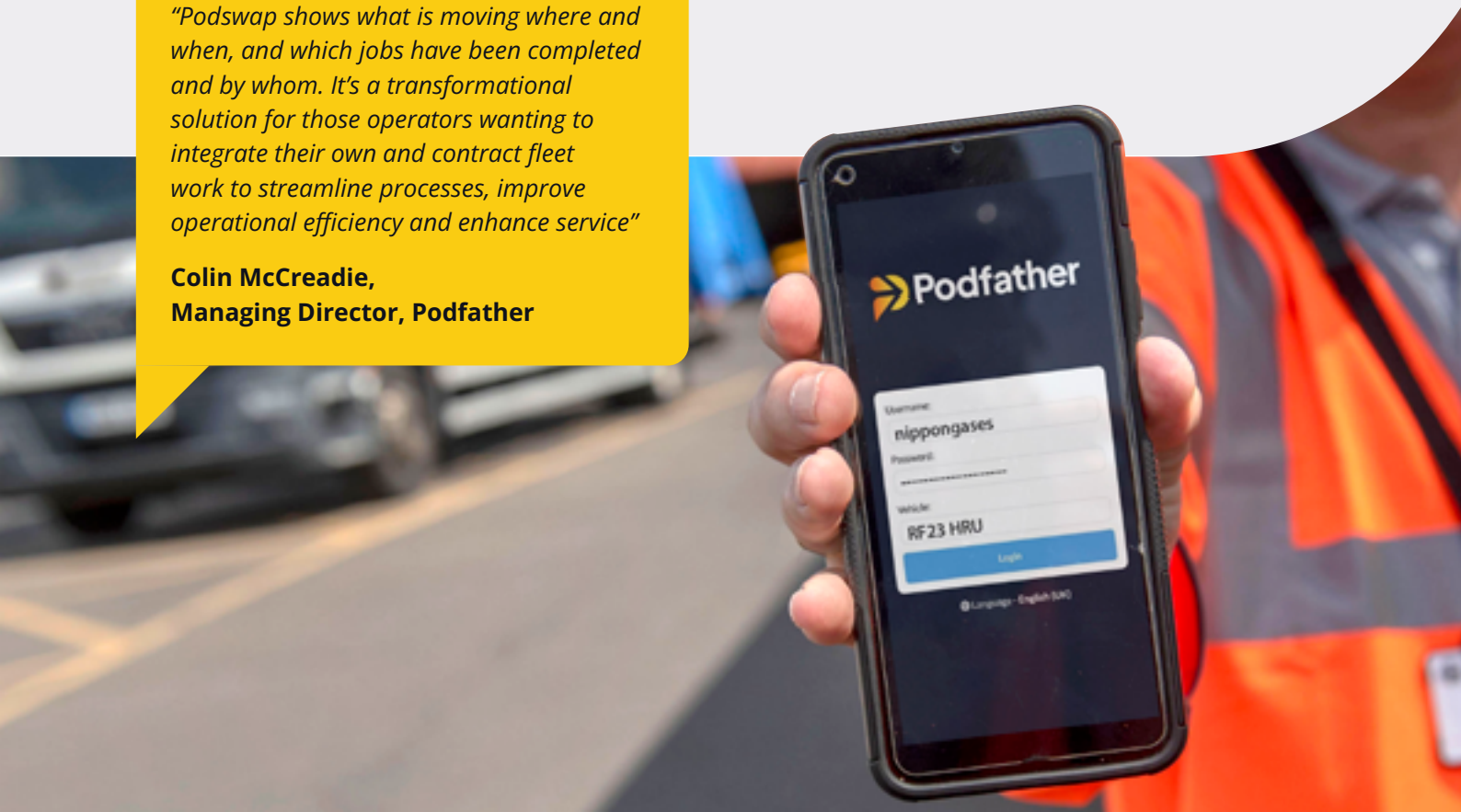
Use Case

If you don't have a vehicle fleet, or if you regularly rely on one or more third party haulier(s) to complete work, you can use our Podswap feature to allocate, track and report on job performance.

For companies receiving and completing work from others, you can use our Podswap feature to manage the whole process, from load allocation through to job completion.

"Podswap shows what is moving where and when, and which jobs have been completed and by whom. It's a transformational solution for those operators wanting to integrate their own and contract fleet work to streamline processes, improve operational efficiency and enhance service"

Colin McCreadie,
Managing Director, Podfather



Driver App

Our driver app is intuitive, easy to use and functionality rich. It will run on most Android or iOS devices for ease of roll out across your driver teams. Download for free from either the Google Play or Apple App Store.

Once set up the app will allow your drivers to collect all vehicle check information (inc. photos), you can upload job information, track vehicle movements and capture electronic proof of delivery in real time. If you run third party vehicles and drivers they just need to download the app onto their own smartphone and away they go.

Core Features

Our driver app is compatible with even the most basic smart device and can be downloaded from both the Google Play or Apple App store for free.

Easy to use app

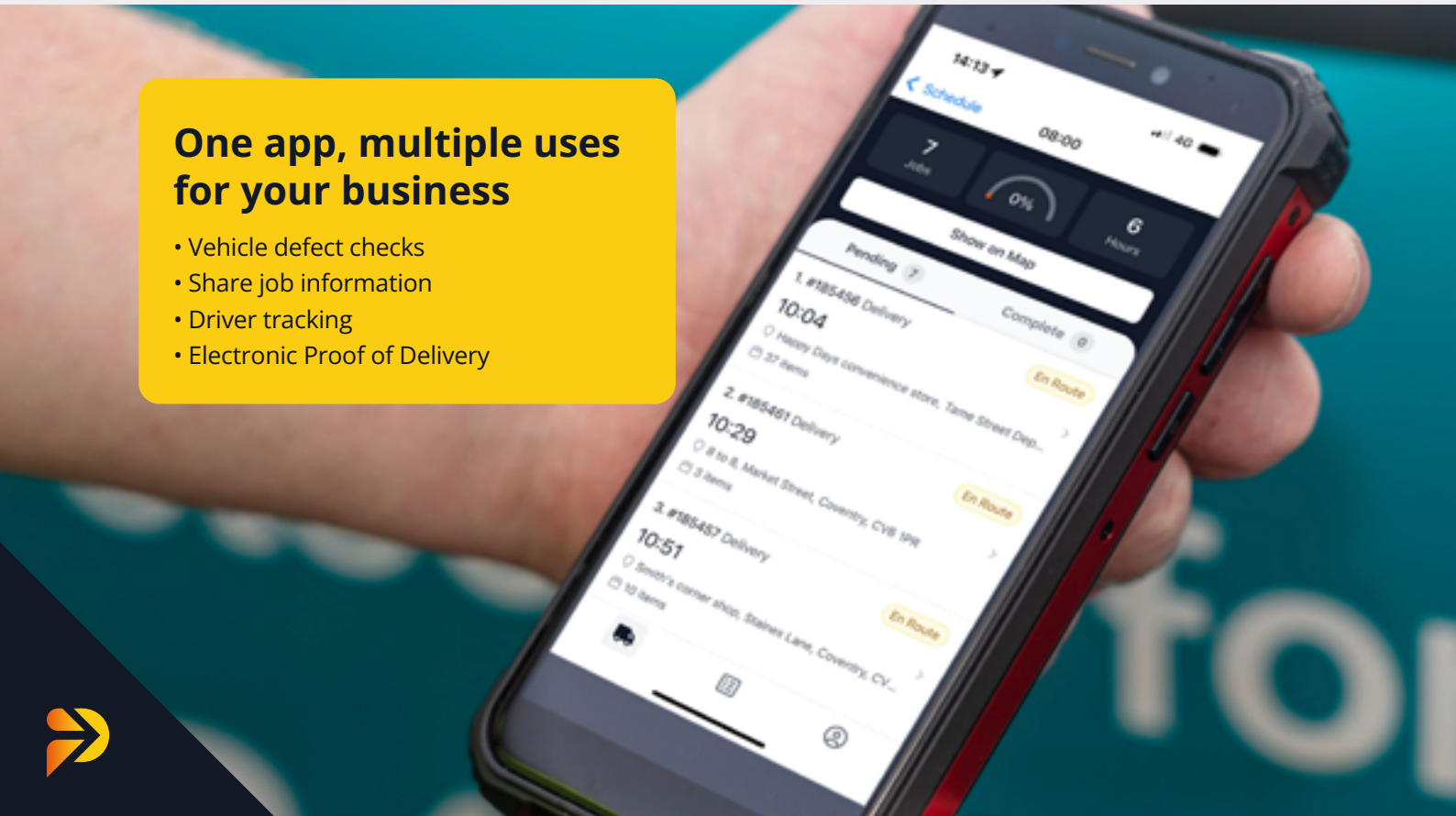
You can self-configure app templates – vehicle defect checks & job information.

Driver navigation

Driver navigation is included as standard.

Third-party integration

Easy for third-party drivers to download and use, as well as your own fleet.



One app, multiple uses for your business

- Vehicle defect checks
- Share job information
- Driver tracking
- Electronic Proof of Delivery

"Since implementing Podfather we have a real-time view of every vehicle, every schedule and every delivery. We know when things are going right, and more importantly if they are going wrong, and we can react and respond accordingly. Also we can share this information ensuring our customers are informed and happy."

App Requirements

To use the Podfather Driver App your drivers will need some form of handheld device, for example a smartphone or rugged tablet. Almost all modern smart phones/tablets are compatible with the Podfather solution.

Any device will need to have access to Google Play Services and have an inbuilt GPS sensor. We recommend you run on Android 13 or iOS18 or above, but we do support older versions of both operating systems.

We are happy to advise on which hardware to purchase to get the best out of your Podfather system. We can also help organise purchase of any necessary technology via one of our third party hardware suppliers. If you are thinking of buying devices, and just want to check the latest requirements with us, give us a call on 0131 553 0400.

Benefits

No more paper tickets – use our app to automate job ticketing.

Easy to use interface for **ease of adoption by drivers.**

Capture all information centrally, via the app, for **improved visibility & control.**

Speed up invoicing as job completion information is captured in real time.

Vehicle Defect Checks

Drivers carrying out regular vehicle defect checks is a legal requirement specified by the DVSA. The walk around check needs to cover the entire vehicle and must be performed each day before a driver leaves the depot. For many this is a paper-based process. Capture digital vehicle checks with ease using our driver app. Ensure all your legally required vehicle checks are captured, logged, and stored before your drivers head out on the road.

Completing vehicle checks electronically ensures compliance, and allows maintenance to be immediately alerted to any defects, giving you accountability and control. Drivers log in to the Podfather app (downloadable from the Google Play Store, and compatible with almost all Android smartphone and tablet devices) and are then prompted to complete their vehicle checks before they can start their work.

Core Features

Our vehicle check functionality is easy to use, helps you maintain compliance and gives you peace of mind when your drivers are out on the road.

Start of day checks

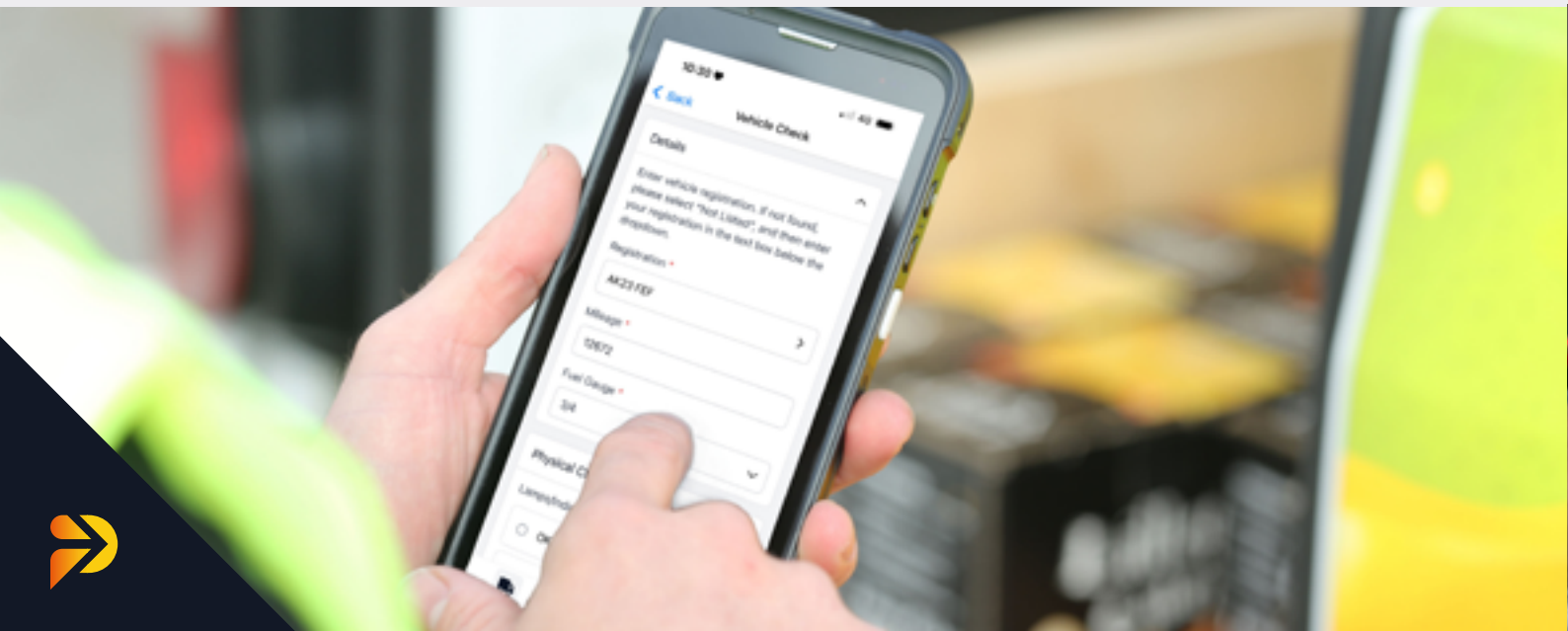
Vehicle checks can be enforced for drivers to complete before their jobs each day. Any defects can be instantly shared with maintenance teams for prompt rectification.

Defect reporting & archive

All the vehicle checks captured using our app are stored in your Podfather system indefinitely. The information is searchable and defect tags make it easier to filter and sort information when required.

Roadside inspections

A record of completed vehicle checks can be accessed by drivers out on the road. If a driver is stopped by a law enforcement authority, the can show evidence that a defect check was completed.



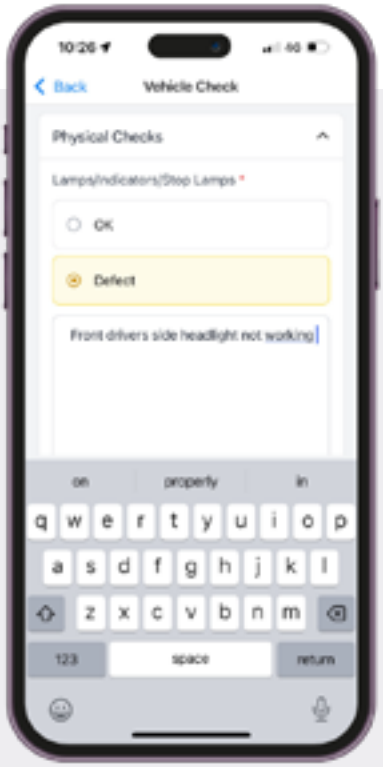
Benefits

Replacing paper vehicle checks with an electronic system **saves admin time each day and is more environmentally friendly**.

The system **ensures drivers have completed checks** before they start work each day with defects instantly reported to your transport manager.

Capture walk around safety inspection information with ease, and photos are added for extra information.

Store all information in your central Podfather system for **ease of reporting**.



All Your Vehicle Data in One Place

If you are using a paper record sheet for vehicle checks, keeping track of everything can be difficult. With Podfather we give you all the information in one place.

The driver completes the check via our handheld app, your maintenance and transport team gets instant notification of any issues.

"We were recommended Podfather so didn't look elsewhere and to be honest we haven't looked back. We have literally slashed the amount of paperwork we consume, we've improved driver efficiency, and therefore reduced the time spent on the road, and we've boosted customer service with automatic ETA notifications and ePOD documents."

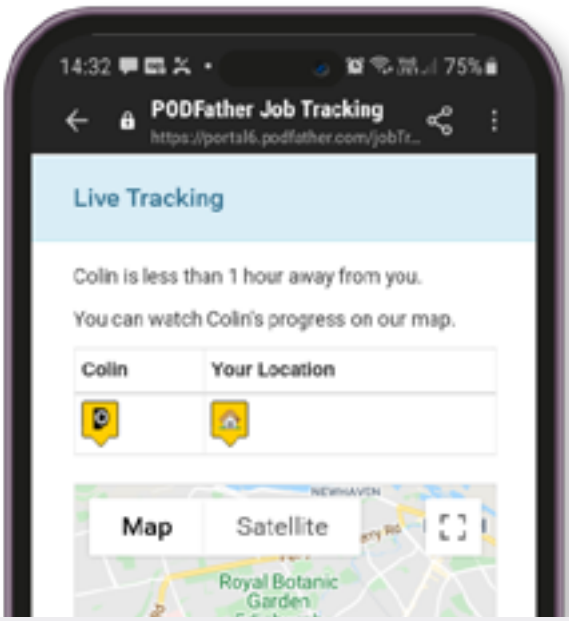
Furlong Flooring

Customer Notifications

With our system, there is no need for fixed telematics technology. Track your driver movements in real-time via our app. Using location information automatically send customer ETAs and live tracking links via text or email.

Deal with delays in real-time, and empower your customers to track delivery progress. Once your driver is out on the road you can set Podfather to notify your customer when their delivery is on its way with a 1-hour time window and live tracking link for real time updates. In addition, why not give your customers access to our customer portal where they can track delivery times themselves?

Working in this way has been proven to cut the number of "where is my delivery?" type calls received by customer service teams by over 80%.



Estimated Time of Arrival

Thank you for your order. Your driver will be with you today, 26/01/2024 between 12:30 and 14:30.

Please ensure someone is available to check and sign at the delivery address:

Verdant, 2 Redheughs Rigg
Edinburgh, EH12 9DQ

Click on the tracking link for live ETA updates.

Follow my driver

Powered by Podfather

Core Features

Email and text message notifications are available to all core product users as standard. Send at a frequency, and in a format, that works for you.

ETA updates

Keep customers informed from the point an order is booked and allocated a delivery slot through to job completion.

Branding & personalisation

Use an ETA format, and add branding, that works for your business. Our self-configurable tool puts the power in your hands.

Live tracking links

Share live tracking updates with your customers. Empower them to track delivery progress & minimise time consuming "where's my delivery?" calls.

Benefits

Streamline customer communications & improve your overall customer experience.

Keep customers informed: no one wants to wait around for a delivery if they don't have to.

Get immediate notification of delays and deal with any issues as soon as they occur.

Be proactive, not reactive and watch your customer satisfaction scores soar.

Real-Time ETA Notifications

ETA notifications are becoming the norm as more of us expect an Amazon-style delivery experience, irrespective of whether we are ordering something for home, or expecting a business delivery. Good customer service is acceptable, but exceptional customer service has been proven to improve retention and facilitate business growth.

"Our fleet utilisation is much higher, with less downtime and fewer trips back to depot, and our customer interactions are more informed. We have fewer calls from customers with queries and those we do have can be answered at first point of contact. Ideally, we'd like to get to the point where every call we take is a sales call and complaints are a thing of the past."

BROWNS
BUILDERS MERCHANTS LTD

Driver Tracking

Use the data captured from the Podfather app to capture actual driver locations. A great feature if your driver encounters a traffic delay, misses a drop, or has to take a detour. Using real life information you can be proactive with your customers. Our system will alert you if there is an issue so customer service and sales teams can be on the case.

With live tracking links sent out with ETA notifications, this tracking feature also allows your customers to proactively track where their driver is.

At the end of the day, you can review planned vs actual route performance, deal with any discrepancies and refine your route plans accordingly. Track driver location via our smartphone app. We track location data when the driver is logged in to our app and stop tracking when they log out.

Core Features

Our tracking functionality will give you and your customers real-time visibility of driver progress during the working day.

1 minute updates

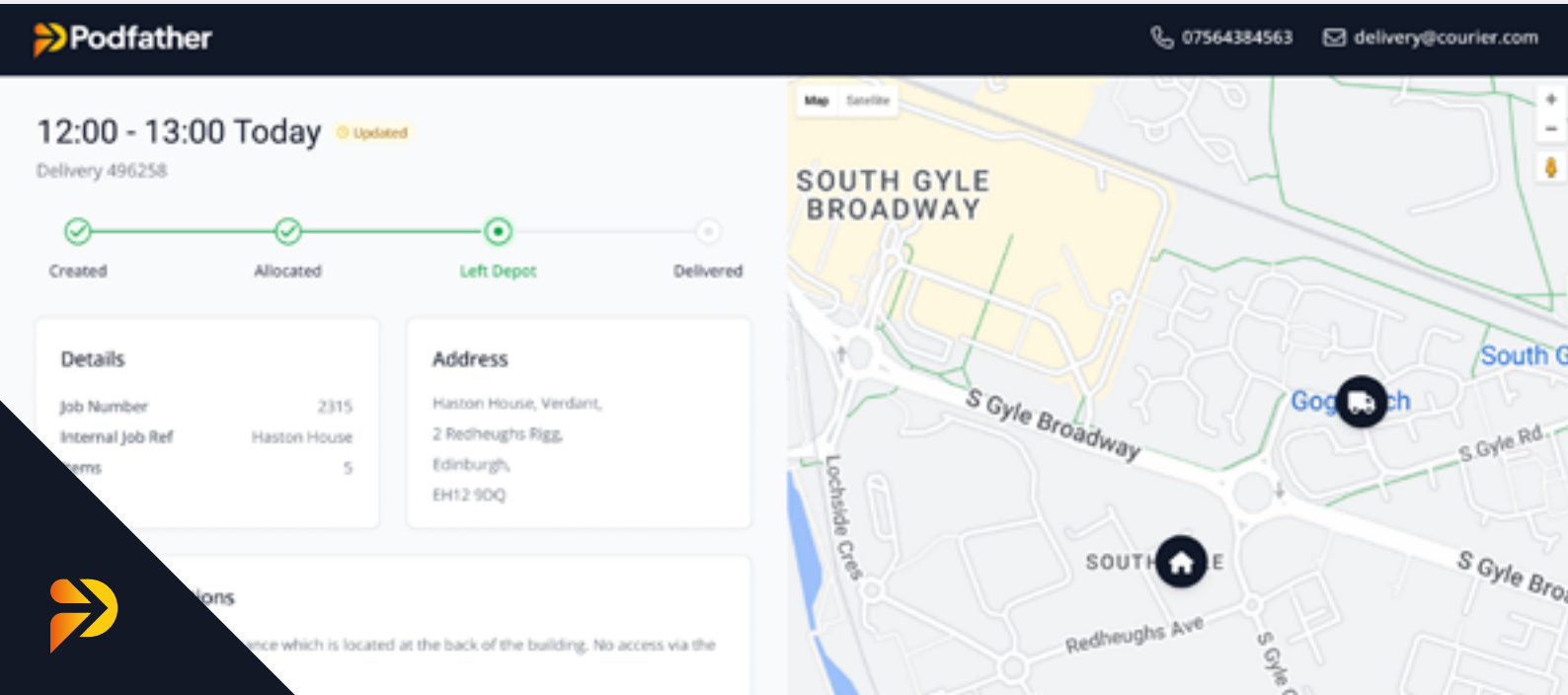
We record and transmit driver locations every minute by default. Drivers are only tracked when logged in to the app.

Date/time stamps

Automatically get date/ time and location stamps, with a map view, when jobs are completed. Great for unattended or large site deliveries.

Office tracking screen

Your transport teams have full visibility of which drivers are logged in, what route they are taking vs the plan for the day.



Benefits

Track your drivers without the need for fixed vehicle telematics – this is all done from a smartphone

Tracking from the smartphone allows you to offer a **consistent delivery experience to your customers**, regardless of which vehicle is being used for the delivery.

Keep track of all drivers and **job status information in real time**, with ETAs adjusted throughout the day.

Tracking starts when drivers log into their handheld & stops when they logout; **ideal for tracking third-party drivers.**

Tracking Without Telematics

Our solution offers a range of functionality in one system.

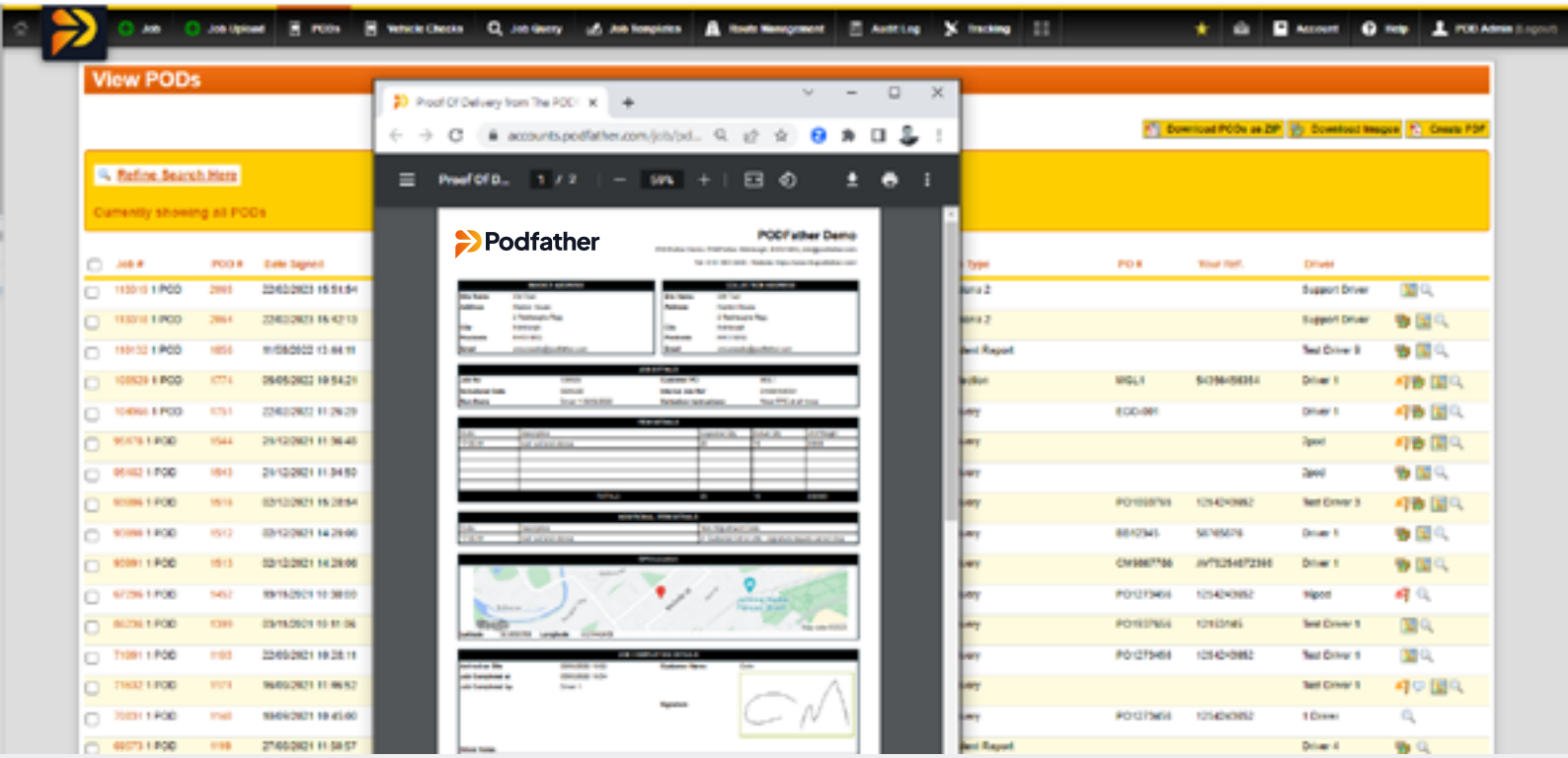
With Podfather you can forego the need for a telematics solution and use our driver app data to gather location information about your fleet.

"Podfather aligns so closely with our company values and ethos it has been more of a partner in our journey rather than just a tech-supplier. So much so that drivers who were, shall we say 'reticent' about its introduction now say they simply could cope without it!"

FOREST PRODUCE
specialist ingredients for chefs...

Electronic Proof of Delivery (ePOD)

We will work with you to automate your proof of delivery processes. ePOD (electronic proof of delivery) means there are no paper tickets involved in the process of delivering goods or services to your customers. You get peace of mind, real-time visibility and total control. Capture photos, signatures, and delivery confirmations as soon as it happens. When visibility is key, our ePOD solution helps close the loop on all material movements, giving you accurate, and timely information about what items have been moved where.



Core Features

ePOD allows you to eradicate paper tickets from your business for good. Capture actual delivery confirmation in real-time, streamline your process and invoice faster.

Real time

ePOD gives you real time visibility of what's been delivered where.

Item adjustment

Drivers can adjust delivery confirmation if items are refused or returned, giving you a clear picture of what's where.

Photos & signatures

Take photos and capture electronic signatures as standard and have that information transferred immediately back to the transport team.

Benefits

Go paperless with Podfather by using our electronic Proof of Delivery (ePOD) system.

Slash time to invoice by eradicating paperwork from your operation and switching to electronic proof of delivery.

Improve real time visibility and operational accountability with our ePOD software.

Use ePOD information to **deal with customer issues more quickly** and easily.

Meeting Your Sustainability Targets

If sustainability is at the top of your agenda then we can help show just how software, such as ours, can make a real difference to your environmental impact.

Are you looking to save CO2 by the tonne, or report on how many trees worth of paper you've removed from your process? We have the tools and time to show you just how Podfather can impact your business. It's not greenwashing, it's fact.

"Podfather has made life so much easier as it gives us a clear picture of how our fleet is performing and what deliveries are being successfully made where all in real-time"

WALTER ROSE & SON
Purveyor of meat since 1847
TRADITIONAL BUTCHERS

Reporting

As a Podfather user you get access to a suite of reports within the system and can also export completed POD data using our API for analysis in other systems.

Podfather lets you analyse OTIF (On Time In Full) results across your entire organisation, broken down by depot/customer/driver to help you understand and improve service delivery. Customers have reported increasing delivery performance by over 12% having reviewed our OTIF reports.

We offer both live dashboards and static reports which can be exported in CSV or PDF formats for ease of sharing within your business.

Core Features

Use our reporting options to review and refine business processes. Includes On Time in Full and plan vs actual data.

Standard reports

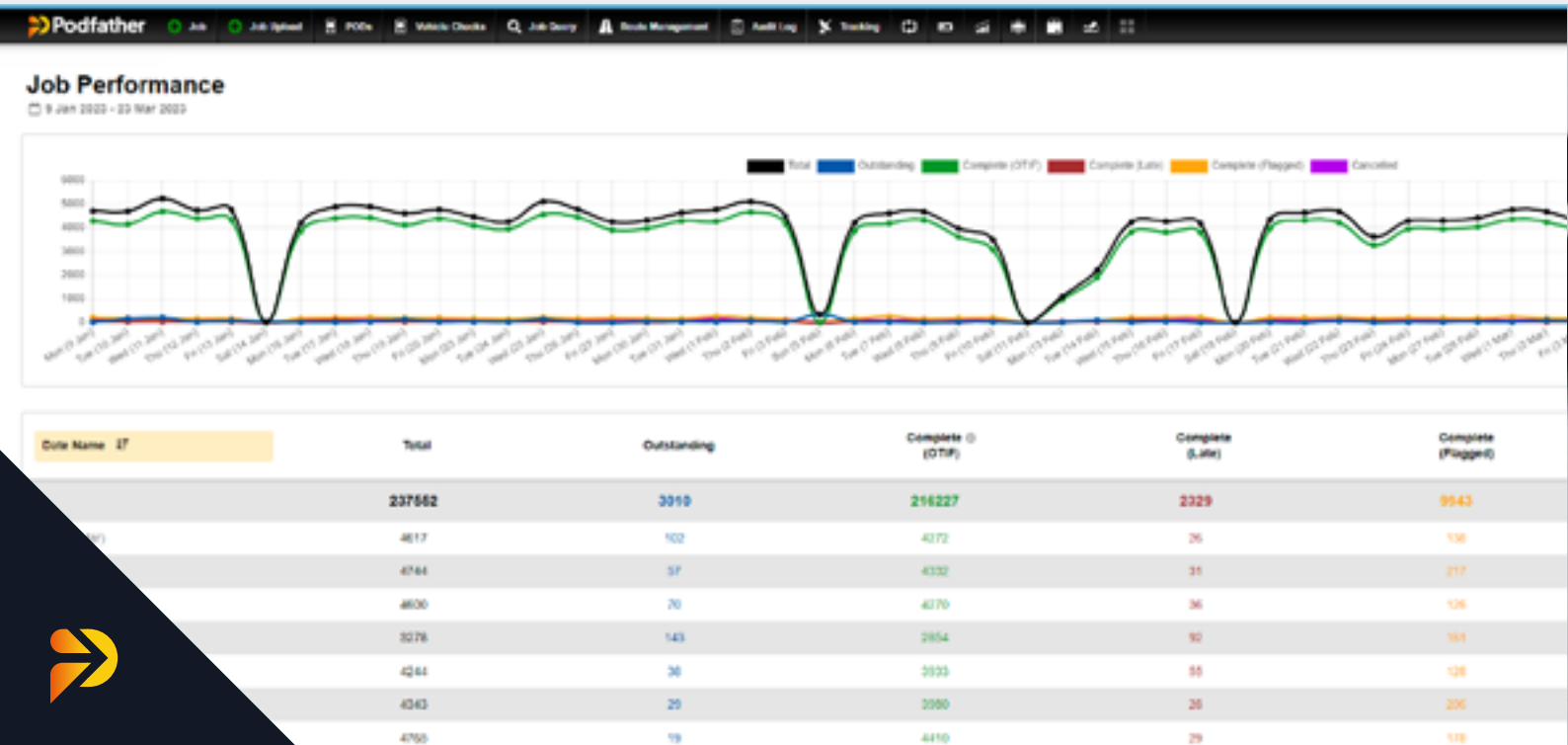
We offer a standard suite of reports that allow you to monitor a range of KPIs across your business – by depot, customer, and driver.

Live dashboards

We give you live interactive dashboards that allow you to review KPI information in real-time. Share this information across your business.

Export information

Our reports can be exported in CSV and PDF formats for ease of sharing with others in your business. You can also use our API for data extraction



Benefits

Make informed business decisions based on **clearly reported results**.

Share your performance reports with others within the business.

Customised reports can be created to cater for your **bespoke reporting needs**.

Data exports through the API allows logistics **data to be merged with other business system information.**

Supporting Your Journey to Net Zero

The logistics industry is faced with a tough challenge; moving from a traditionally fuel-heavy business process to a greener, leaner model that is better for the planet. It's important to be able to report on progress. Let us help you report on final mile savings and support your sustainability success.

"Podfather not only allows us to operate more intelligently it records and captures the intelligence we need to support sustainable growth across the business. Using Podfather we have total visibility of the delivery operation and we can make informed decisions based on real-time information."

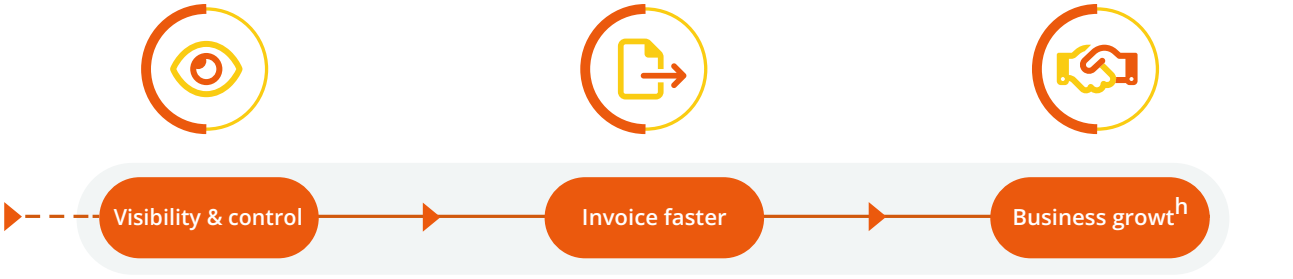
User Benefits

Our solution has been proven to deliver a range of benefits to users. We will work together with you and your team to ensure that we solve the challenges that you are facing, deliver a clear ROI and help streamline your processes for the good of the business. Here we summarise just some of the big benefits you will see by involving us in your company's delivery journey.

Remove paper tickets from your operation. Move to a digital process that is faster and more efficient.

Optimise your resources with improved planning. Reduce fuel usage, maximise driving time and cut admin.

Keep customers informed; move to an Amazon-style experience with ease. Cut 'where's my delivery?' calls.



Have real time visibility & full time control over what's going on where in your operation. Be proactive, not reactive.

Slash time to invoice without the need for paper tickets. Get real time notification of what's been delivered where.

Controlled costs, improved service and faster invoicing will facilitate business growth. Reap the benefits!

Join a growing list of companies improving performance with Podfather

Our customers sit at the heart of everything we do here at Podfather. Together we are on a journey, a journey to streamline logistics processes and deliver huge savings for fleet operators. It's not just about the sale, it's about the journey, and we'll be there with you every step of the way.

"We have some great people, and amazing clients, here at Podfather. I am incredibly proud of every team member who has contributed to our success over the years. We started 25 years ago with three employees and a dream of developing something amazing. We have achieved that and so much more. I am honoured to be leading the business at this exciting time." ***Colin McCreadie, Managing Director, Podfather***

Integration Process

The keystone of your technology stack; connect all the tools you need to run your fleet logistics operation with Podfather.

Use our simple powerful and fast API to connect Podfather with your existing business tools. We make integration easy, deliver results fast and help you realise system benefits sooner.

Integration Methods

API integration

API stands for Application Programming Interface. It is a way of transferring data seamlessly between business systems. For example, you may use our API to transfer information to and from your ERP, sales order, or CRM system.

Once an API link has been established, Job Details can be uploaded from your ERP or SOP when you come to do your route planning.

To review our API documentation please visit: **https://developers.thepodfather.com/**

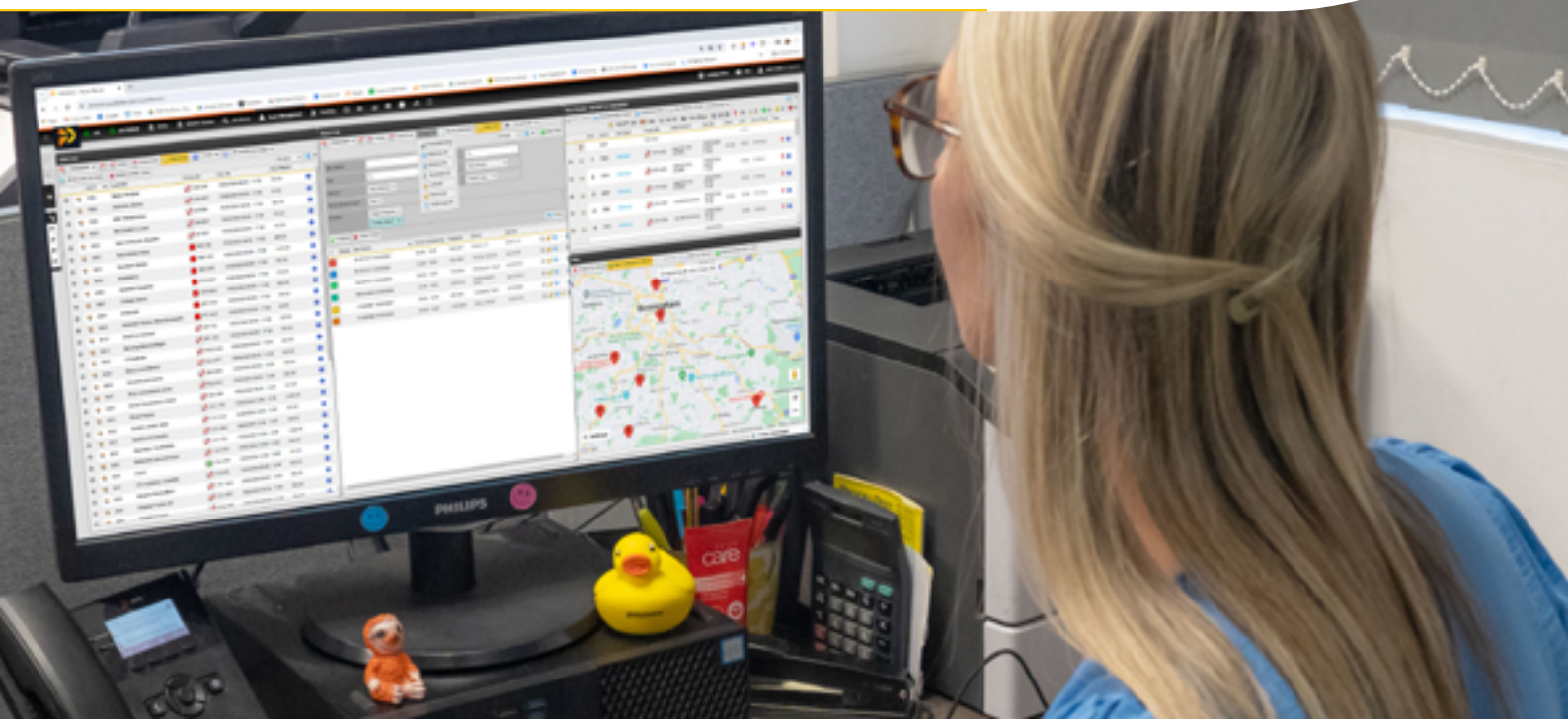
sFTP

SFTP stands for Secure File Transfer Protocol and refers to the process of transferring data, in this case job information, between systems. Using an SFTP server is a secure way to ensure safe data upload into your Podfather system.

Once your SFTP account has been set up you will be able to transfer your .CSV job file and download completed job data.

Manual booking / .csv upload

Not got an existing system? No problem. We provide a back-office solution which lets your office staff enter jobs on either a one off or recurring basis. A spreadsheet import option is also available to speed up data entry.

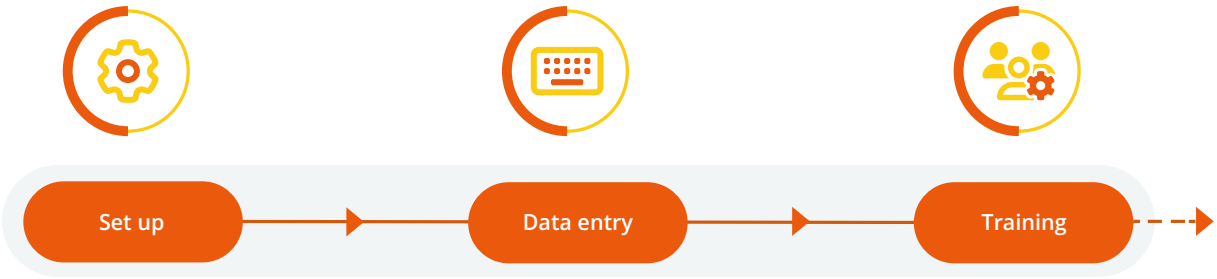


Onboarding & Support

We understand that good customer support is what turns a good implementation process into a great one. That's why we have a well-resourced customer experience team that covers onboarding, training, account development and first line support. We believe that we are with you for the journey, not just the implementation.

Customer Success

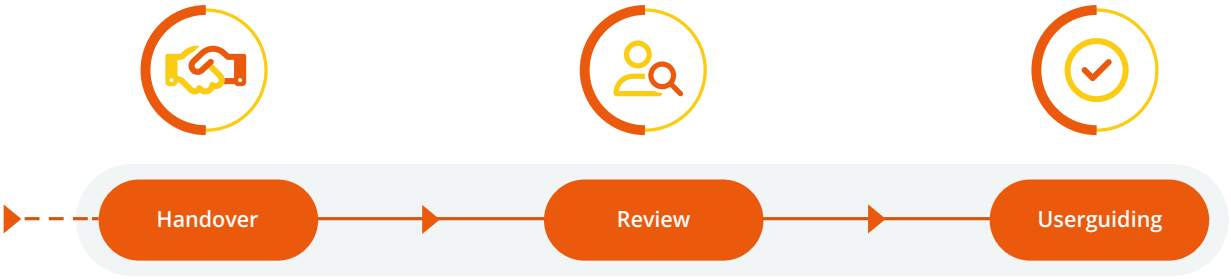
Caring for our customers sits at the heart of everything we do. Our fantastic customer success team ensures new users are onboarded and looked after in the way that we feel is befitting to a Podfather customer.



Internal & external kick-off meetings ensure both your, and our, teams are on the same page. We ensure all success metrics and KPI measurements are clearly documented.

Any planning tool needs good data to deliver the best results. We'll work with you to ensure your data is up to scratch. We will advise on best-practice for data management.

We will work with your users to ensure they are proficient with the system prior to go live. Teams will get access to user guides, training videos and supporting help documentation.



As you approach the 'go-live' phase our customer success team will work closely to ensure that you are in a good position to make the move to Podfather.

We will establish an ongoing communication and review plan that will help you get the best as you embark on your live Podfather journey.

We offer a comprehensive in-system user guide service which includes many helpful videos and supporting documents.

Support

There will always be times when things go awry and you need help right now. That's where our support team come in; ready to take your call or answer your email. Our experienced team are there to help during office hours, Monday to Friday.

Pricing & Return on Investment

Podfather pricing scales to suit your business operations. Costs include all software licensing, hosting and support. There are no huge upfront fees or crippling ongoing support costs; we will be very transparent with you throughout the sales process about what our costs include.

Our simple SaaS pricing will give you access to a wide range of functionality: route planning, vehicle defect checks, customer ETA notifications, driver tracking, electronic proof of delivery and reporting. In addition you will get access to all the self-serve features that have been designed with users in mind.

Based on our experience, and depending on your operation, you will be looking to recoup your investment quickly.

Typical time to ROI as show below:

Small fleet operators, >20 vehicles

Annual CO_2 saving = 40 tonnes, equivalent of 1,600 trees

ROI in 5 months — Average annual cost saving = £70,000

*calculation based on a fleet of 20 LCVs averaging 100 miles per day.

Medium fleet operators, 21 to 100 vehicles

Annual CO_2 saving = 770 tonnes, equivalent to 30,800 trees

ROI in 8 months — Average annual cost saving = £330,000

*calculation based on a 70 vehicle fleet made up of both HGVs and LCVs, averaging 100 miles per day.

Large fleet operators, 100+ vehicles vehicles

Annual CO_2 saving = 1,200 tonnes, equivalent to 4,800 trees

ROI in 8 months — Average annual cost saving = £650,000

*calculation based on a 150 vehicle fleet made up of both HGVs and LCVs, averaging 100 miles per day.

These assumptions have been made using verified industry data. However every operation is different, that's why you need to speak to a member of our business development team. They will work with you to understand your exact requirements and then we can review an ROI business case that is specific to you

Building a Business Case for Change

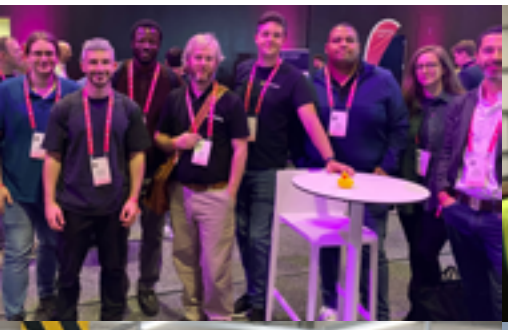
If you haven't done so already you can check out our website ROI calculator. Provide us with a few basic metrics and we'll give you an idea of how much you can expect to save each month. Typically ROI is almost instant thanks to a SaaS pricing model. With Podfather you can expect your business to grow, through improved customer experience, increases in repeat orders and improved cashflow as a result of a more streamlined invoicing process

About Us

Podfather is a thriving technology company that specialises in the development, delivery and support, of software solutions that help companies plan and manage their vehicle fleets more efficiently.

Podfather has been helping companies manage their fleet logistics for 25 years having launched in the year 2000. Initially specialising in bespoke software development, we have developed into one of the UK's leading solutions for electronic proof of delivery (ePOD).

Located in Edinburgh, Podfather is not just a business, it's not just a solution; Podfather is a team of hard working, dedicated individuals who are committed to helping companies solve complex logistic problems with smart, yet easy to use, to software.



We have been in business since 2000 and we work with fleet operators of varying shapes and sizes.

We are a team of 50+ people committed to developing and delivering leading-edge software.

We have over 70,000 users who rely on our system every day to keep their fleet moving on UK roads, and on international roads too.

Our mascot is the rubber duck; it's all about rubber duck debugging.

As a team we are dedicated to our company values – to be reliable, innovative, collaborative and caring.

We are proud to be ISO 27001 and Cyber Essentials certified and we are an Investors In People silver employer.

Get in Touch

We'd love the opportunity to talk to you about your current operation and the challenges you are facing.

Together we can help cut costs, increase revenue and improve customer experience for your business.

Podfather

Call us on:
+44 (0) 131 553 0400

Email us at:
sales@podfather.com

Fill out a contact form:
podfather.com