Rainkine Thompson Limited

About RTL

RTL is a telematics software developer that builds on over 20 years' experience in both the telecommunications and commercial vehicle industry to provide practical and powerful solutions for increased vehicle efficiency.

The company was formed in 2001 following a buy-out from Vodafone.

Project Overview

Business Requirement
- A reliable Voice solution to add 'call forward' to the Track and Trace service and enhance the customer experience.

Solution
- Zen Business Talk SIP and a dedicated rack of Colocation.

Business Value
- Business critical service which has led to improvements in customer service and efficiency.

Industry Focus
- Provide hardware and software solutions to the commercial vehicle industry.

> When we looked at Voice again two years ago, Zen were able to supply us with a service we could trust.

James Fletcher,
Technical Director,
RTL Systems

That's Zen thinking

RTL Systems dials in to enhance customer experience with Voice solution

The Challenge

RTL provides a focused approach to automotive telematics engineering. Their range of software applications and hardware options that creates one of the world's most powerful and comprehensive vehicle and driver reporting packages. RTL needed a reliable Voice solution that would integrate with their existing products and meet their objectives of excellent customer service.

One of their leading solutions is a 'Track and Trace' service for hauliers. This service provides full details of location, journey, distance travelled, and time, all in real-time. RTL already use SMS and e-mail for delivery notifications as part of their service, but wanted to add a 'call forward' facility as an enhancement. The tool would provide notice of a haulier arriving at a destination in advance.

They originally considered VoIP technology in 2003 but found it to be too unstable for their requirements. However, they returned to their plans when we launched our Voice services two years ago.

As an existing customer, RTL were happy to work with us again to achieve their objectives.

The Solution

We proposed a solution designed to meet RTL's requirements both now and in the future. Our solution was to provide our Zen Business Talk SIP service which is connected to RTL's existing Colocation service hosted in one of our data centres.

RTL designed a software application to work as a wrap-around with the Voice service. This application works with their track and trace service and sends an automatic call to destinations 20 minutes in advance of the haulier's arrival. After an initial testing period, RTL have now been using the service live successfully for the last few months.

> "We see Voice as a key component to the systems we sell to our customers both now and in the future."

The Benefits

The Voice service has exceeded RTL's expectations and has quickly become a business critical service both for RTL and their customers.

The Voice service will also allow RTL to develop further services in conjunction with their customer base to reduce costs and improve efficiency and performance.

They have seen improvements in customer service, efficiency, and are much more pro-active in providing alerts and notification of deliveries. RTL plan to expand the service on an international scale in the near future.

> "Zen worked closely with us throughout the whole process and we are delighted with the reliability of the service. We look forward to continuing our relationship with them in the future."

Zen Internet

Zen Internet, an independent Internet Service Provider (ISP), has been delivering services to business and residential users in the UK since 1995.

Led by founder and Managing Director Richard Tang, Zen's mission is to provide the best ISP service in the UK. Zen is committed to investing in the latest technologies and providing high levels of service, support and reliability.

Our Portfolio includes:
- Broadband
- Leased Lines & Ethernet
- IP VPN
- Voice
- Managed Firewalls
- Domain Names
- Web Hosting
- Managed Hosting
- Managed Server Virtualisation
- Dedicated Servers
- Colocation
- Data Backup

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Zen Internet

Sandbrook Park, Sandbrook Way, Rochdale OL11 1RY

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