



Sécur



INTERVIEW WITH GUY CARIGNAN, DIRECTOR OF SYSTEMS AND METHODOLOGIES, SÉCUR

By Chris Russell, President of GeoCom TMS USA

THE COMPANY

Sécur is part of the Mouvement Desjardins' Network and is based in Montréal (Québec), Canada. For over thirty years, Sécur has acquired enormous expertise in the field of high security transportation. Its competency is divided into three areas:

- The first area is the Armored car service, which provides the secure delivery and pick up of money reserve shipments to and from banks.
- The second is an ATM service that delivers and services automated teller machines (cash replenishment deposit pick-up and processing, cash management, etc.).
- The third is the Commercial services that provide secure pick up and delivery of money and valuables to stores, restaurants and other businesses.

Sécur's concern towards quality shows its commitment to provide a reliable and tailor-made service for people and companies. The company has approximately 60 vehicles for servicing more than 2,000 customers throughout Montréal and Québec. Each vehicle can have a team of two or three or four guards. Sécur makes over one million stops a year in pick up and delivery services to customers.

THE OPPORTUNITY

Guy Carignan, the Director of Systems and Methodologies, needed help with his vehicle and people routing. Sécur had always been in a near-monopoly situation in Montréal for secure delivery services until a few years ago, when the competition started growing and Sécur felt it needed to become more efficient.

The Company had been formed through mergers, most notably with Brink's armored car service in 1986. This left Sécur with three business units, all providing similar services, but all managing their resources for delivery separately. Along with this there are many separate unions to be dealt with. Sécur needed to combine the planning of the routes and the dispatching to take advantage of efficiencies in order to be more competitive.

Sécur already had been working with a vehicle routing system, Roadshow from Descartes, for the last eight years. Mr. Carignan wanted to move forward, but the old system wasn't able to consolidate their business planning across service units. Mr. Carignan put it this way; "We looked into upgrading what we had, but there was no easy way to combine the separate databases of the old system."

There were other problems besides the technical drawbacks. The users had to manually draw the routes onto the maps. This was a time consuming process that had to be done before they could use any routing functionality. It took over one year to initially get the maps ready for use.

The old system also offered very little in the way of optimization of routes. The planners were forced to manually build the delivery routes, and because of the inaccuracies, would only schedule to 80% of the capacity. For example, if the vehicle was capable of 50 stops, they could only schedule 40.

The security business has a complex routing environment. Given the nature of the business, meeting narrow delivery time windows is very important. Another challenge Sécour had to meet was scheduling around the break schedules of the union drivers.

Other constraints that made routing difficult for Sécour were weight, volume and value restrictions on vehicles. In addition, the routing software had to know what to do with a scheduled delivery when there was a Monday holiday. Sécour was challenged with handling all of these constraints and still create an optimal routing plan.

These challenges drove Mr. Carignan to seek out GeoCom TMS and the TMS Router solution.

SOLUTIONS

"We really liked the GeoCom TMS technology. GeoCom TMS has a scaleable client/server environment that allows us to have a centralized database that is easier to administrate." Says Mr. Carignan. "This allows us to combine all our services into one database and still provide the planners with access to their own pieces."

TMS Router uses cutting edge constrained genetic algorithm based optimization. This means that TMS Router can handle all of Sécour's issues and still produce an optimal routing that saves on costs. Time windows, weight, volume, value, breaks and holidays are all used as constraints in the TMS Router solver.

The other added bonus is that GeoCom TMS provides extremely accurate geocoded street segment level maps that understand the realities of delivery in a city like Montréal.

RESULTS

Mr. Carignan was able to successfully combine the company's services into one database for easy deployment. He will eliminate 40% of the person days involved in producing routes.

Since the new system understands Sécour's constraints, they will be able to schedule more stops in a day for each vehicle. Mr. Carignan expects an initial increase of 10–20% more stops per route, depending on the type of service. This will allow them to be more competitive and control costs.

A great advantage of the new system is providing a tool to the Sécour Sales force for quoting prices to prospective customers. Previously, it took five days for Sales to get a price quote out of the planning department. With the new routing software the planning staff will be able to quickly provide Sales with price/cost information. From a Sales point of view this allows them to tell which customers are profitable to service.

In a nutshell, the TMS Router software will enable Sécour to meet their business realignment objectives, save costs on the back end and service customers more profitably. As Mr. Carignan states: "The new system will allow us to be proactive in setting client deliveries, as opposed to reactive."

