

How Virgin Media O2 Business and Samsung delivered the ultimate upgrade for CSH Transport

See how we helped this specialist UK logistics company find a fast, powerful alternative to its ageing Nokia devices.

About CSH Transport

CSH Transport is a small specialist UK logistics company with a focus on safety, efficiency and end-to-end client communications.

It transports dangerous goods by road 365 days a year and has been operating for more than 45 years.

CSH's drivers faced three big challenges

- Operating in harsh conditions across the UK, Europe and worldwide
- Transporting and storing hazardous chemicals
- Staying connected to office staff and customers

The Nokia devices were no longer fit for purpose. They were rugged enough. But too slow.

How could we help?

When the CSH team told us about their predicament:

We listened.

And considered their needs.

Then worked closely with them to solve the problem.

CSH received:



Device advice:

we gave carefully tailored recommendations to help the CSH team understand their options



Tech trials:

drivers were able to test the new Samsung tablets in the field, to be sure they were up to the job

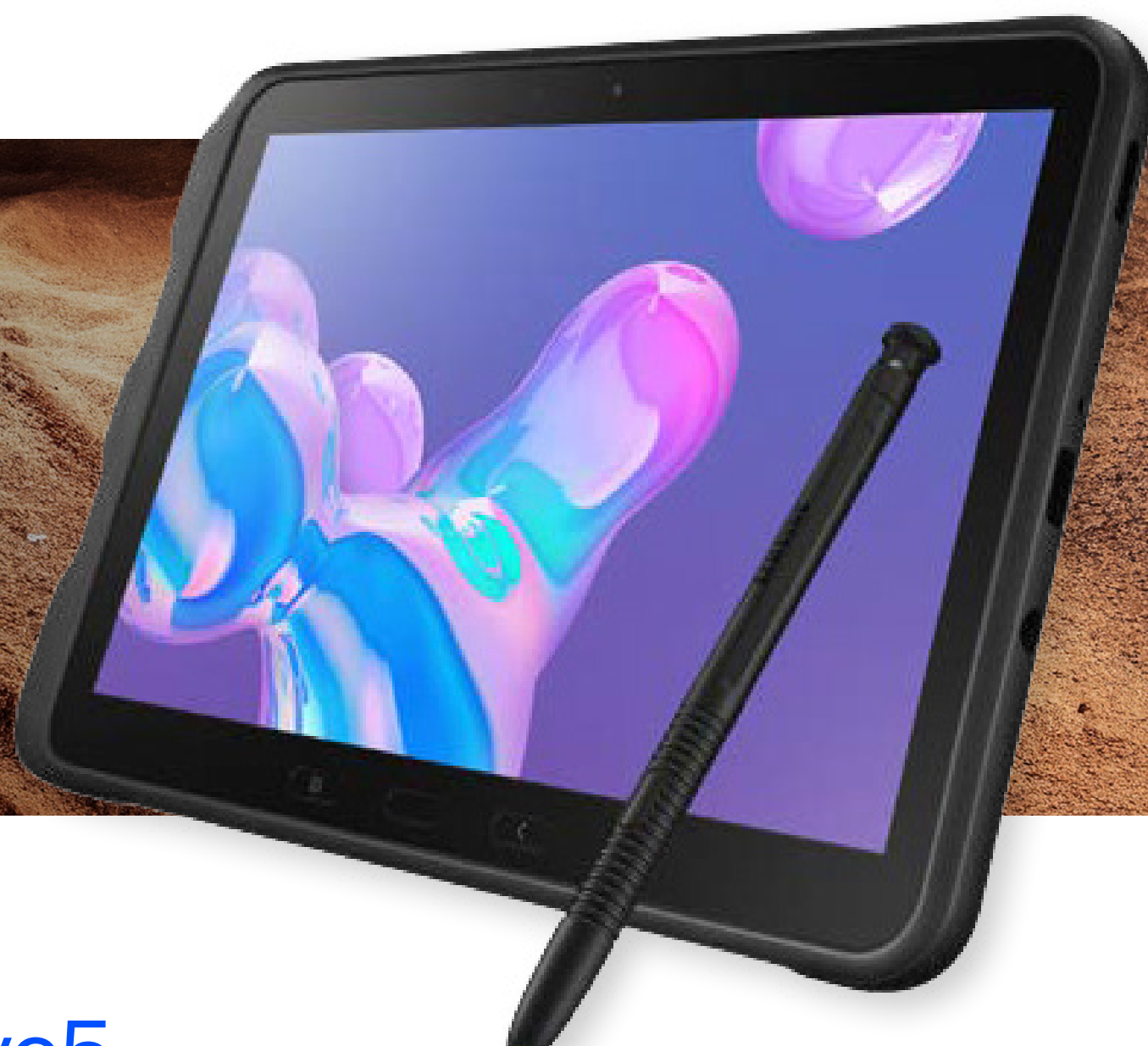


Flexible commercials:

CSH had the freedom to explore purchasing options – before placing its order

The result: CSH found the perfect match for its people's needs:

Samsung Galaxy Tab Active5 5G + SIMs



Samsung Galaxy Tab Active5 5G empowers CSH drivers to stay safe and productive.

“

Matt has looked after CSH and is really quick at getting back to me if I have any issues.

”

Lee
CSH Transport

“

Moving from small mobile-sized units has been a game-changer in terms of tech take-up. Our drivers and warehouse teams have a larger platform to view and interact with the 3p apps – it's a pleasure rather than a squint. The new Active Tab 5s are a great bit of kit, intuitive, robust, modern and have a quality feel that all of our team engage with throughout their working day.

”

Chris Haworth
CSH Transport

Tough outside. Powerful inside.

What do drivers like about the tablets?

- **Durable:** designed for the harshest environments
- **Adaptable:** touch screen and compatible S Pen make it glove- and dirt-friendly
- **Fast and reliable:** 5G network ensures a fast, dependable connection with excellent coverage across the UK
- **Android-based app system** – and Samsung – which they already love

How will the teams back at base use them?

1. Office-based schedulers use a **traffic management system (TMS)** to plan jobs and journeys for order deliveries
2. They send drivers their next day's schedule, including details like dangerous goods classifications, through the **Manifest app**: a communication add-on module for the TMS
3. Drivers use a **sat nav** to locate delivery addresses, the customer **signs** the tablet and the driver uploads **proof of delivery** to the TMS

Driving results for CSH



Faster deliveries: no more waiting for tablets to load, so drivers can complete jobs quicker



Improved safety: drivers know they're always connected to base, wherever they go



Enhanced efficiency: with full reliability and no lag, driver productivity increases



Peace of mind: maximum ruggedness means they can conquer the toughest workdays without missing a beat



Happier clients: reduced waiting times and better end-to-end communication lead to higher customer satisfaction