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Interview with Professional Couriers operations manager, Graham Phillips



Professional Couriers use Zeon Digital radios across Greater Metropolitan Sydney.

Cutting-edge technology keeps small business ahead of the game.

For small business, often the only aspect that prevents them from becoming an also-ran is the introduction of cutting edge technology.

For Professional Couriers, a small privately owned courier business with its head office in Parramatta, New South Wales, one of the keys to its continued survival and growth is the installation of a Zeon Digital system.

“Every courier company has to have technology and software of some description,” says operations manager, Graham Phillips. “Without it we wouldn't be operational.

“The GPS tracking that Zeon Digital offers is an absolute godsend,” says Graham. “We didn't have it before and now that we do, we couldn't live without it. It's like one of those things that you don't realise how good it is until it's gone.

“When customers ask ‘how far away is my parcel?’ we just log-in to trackZEON on the internet to find the driver's position on the map. Each driver has his own tag number so it's easy to find exactly who we are looking for quickly.

“Our business is specifically geared towards the large advertising agencies and businesses such as post production houses, printers and so on. These guys always need ‘urgent’ couriers, so to that end, we need to be ahead of the game in terms of technology.

“Prior to installing Zeon Digital we used analogue two-way radios. The sleek new handsets that are part of the Zeon Digital system are refreshingly small.

After using all the features that the system offers - private PTT calling, telephone interconnect, GPS tracking and SDS messaging - Professional Couriers is an enthusiast.

Another facility that is creating cost efficiencies for Professional Couriers is the free calls that are bundled into the plan. “Previously we used a landline to call mobiles, now we can do it for free,” Graham says.

And while the Zeon Digital system took a little bit of getting used to, the drivers love the fact that the signal doesn't get weaker as they get further out of Sydney. No matter where they are, if drivers have a signal, it's loud and clear with no background noise.

Professional Couriers use cars and a couple of bikes so the obvious answer for them is a mix of portable and mobile radios. This combination has proven to be ideal.

Graham appreciates the difference that Zeon Digital has made to Professional Couriers. Not only that, but as the organisation grows he's confident that Zeon Digital's product growth strategy will be an ideal fit for a company like Professional Couriers.

Why two-way radio?

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Why Zeon Digital?

“Zeon Digital's product growth strategy is an ideal fit for a company like Professional Couriers.”

