Summary

CUSTOMER
International Online (IOL) and its DayBookPro solution

CHALLENGE
To deliver operational efficiency for freight forwarders and transport companies struggling with outdated, disconnected logistics management systems.
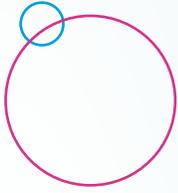
OUTCOME
Using the InterSystems data platform technology, IOL developed DayBookPro: a scalable, cloud-based transport management solution that streamlines operations, reduces error, and improves billing accuracy and visibility.

DayBookPro transforming logistics management

In logistics and freight forwarding, managing thousands of daily transport operations demands robust, efficient, and highly transparent systems. Traditional transport management systems (TMSs) have struggled to provide the agility, speed, and integration essential for modern operations, leaving freight companies exposed to operational inefficiencies, slow invoicing processes, limited visibility, and frequent human errors.
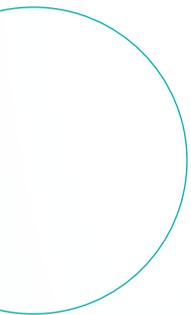
To address these significant operational challenges, International Online (IOL) developed DayBookPro, a powerful, cloud-based TMS. The key to the solution's success with freight forwarders is its comprehensive capability, offering a one-stop-shop that manages every aspect of their end-to-end operations.

DayBookPro automates the booking and managing of shipments across all transport modes, coordinating vehicle fleets, drivers, and multi-depot operations. It offers real-time track-and-trace of goods, supported by alerts and secure data exchange, with automated billing, invoicing, and report creation.

InterSystems®
Creative data technology

Phase 1: Laying the groundwork

DayBookPro was originally developed to support a single UK haulier facing growing complexity in its airport logistics operations. The system enabled the haulier to manage its rapid business expansion, supported by the immediate benefits of accurate billing and improved job tracking.

Following this success IOL scaled DayBookPro for broader use across the freight and logistics sector. Today, it supports transport operators of all sizes by consolidating critical logistics workflows into a single, adaptable platform.

Phase 2: Choosing the right technology

IOL selected InterSystems technology for its proven ability to handle large volumes of fast-changing data with speed and stability. Having used InterSystems technologies since the 1980s, the team valued its exceptional support for real-time processing, interoperability, and ease of customisation.

DayBookPro enables freight forwarders to:

- Automate the booking and management of shipments across transport modes

- Provide real-time tracking with alerts and secure data exchange

- Coordinate fleets, drivers, and departmental operations end-to-end

- Generate automated billing, invoicing, and reporting

All underpinned by InterSystems data platform technology

"What might have seemed complex to others was relatively straightforward using InterSystems technology," said Dr. Polydoros Chios, Solution Architect, International Online. *"It allowed us to focus on enhancing front-end experiences, knowing the back-end infrastructure was reliable."*

InterSystems data platform also enables DayBookPro to deliver thousands of real-time updates simultaneously, ensuring uptime and performance even during peak operational periods. Crucially, the resilience and consistent performance of InterSystems technology means that DayBookPro operates reliably 24/7, even under peak loads - a crucial factor given the high operational stakes in logistics, where system downtime can cause severe financial and operational disruptions.

All these benefits allow DayBookPro to serve a diverse range of customers - from small local freight forwarders to international logistics giants - with a solution that is simultaneously a product and infinitely customisable.

Chios added:

> *"Using InterSystems technology meant we could approach complex technological challenges as if we were already on 'the other side of the mountain'. For us, the goal was more about utilising all this technology on offer to make DayBookPro an indispensable link in the logistics ecosystem."*

Moreover, IOL's team has been consistently impressed by InterSystems support, achieving rapid response times and effectively resolving technical challenges, significantly enhancing confidence in the platform's ongoing development and stability.

Phase 3: Delivering measurable outcomes

The benefits of DayBookPro have been widely demonstrated across its user base.

DB Schenker, one of the most prominent logistics companies operating in the UK, reported dramatic operational improvements after implementing DayBookPro.

- The delivery success rate of the operations team has increased from around 80% to over 96% post-implementation

- DB Schenker also indicated achieving near-100% success rates when their subcontracted hauliers used DayBookPro, clearly demonstrating the benefits of integrated system use

Carrier company, SpeedTech Logistics (STL) reported that the transition to DayBookPro has led to measurable improvements across key operational areas.
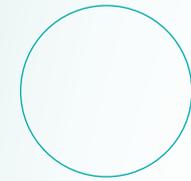
With regard to freight control and movement, real-time tracking through the Driver's Companion app and automated alerts have significantly increased visibility and reduced delays. As a result, status update calls from customers have decreased by 15–20%.

With electronic data interchange (EDI) integration streamlining communications, customers now receive automatic updates and proofs of delivery (PODs). This has noticeably enhanced satisfaction and reduced inbound queries by around 35%.

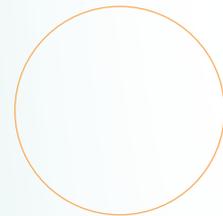**Andy Armsden, Business Development Director, STL, said:**

> *"DaybookPro provides outstanding transparency, offering full visibility across the entire journey: from booking and driver allocation to tracking and POD capture. The intuitive layout, real-time data, and well-organised workflows make it easy for both our internal teams and our customers to monitor progress efficiently. The system is user-friendly, with a minimal learning curve."*
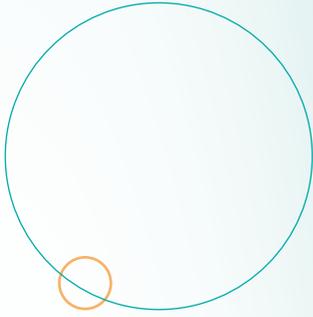
> *"Coupled with that, the DayBookPro support team is consistently responsive and proactive. They've made us feel like partners in the platform's growth."*

"THE PLATFORM OFFERS EXCELLENT, FUNCTIONAL CONTROL OVER FREIGHT MOVEMENTS, ENHANCES CUSTOMER VISIBILITY WITH THEIR OWN PORTAL ACCESS AND SIGNIFICANTLY IMPROVES OVERALL EFFICIENCY WITH A LOT OF AUTOMATED PROCESSES."

Joel McCormack
Managing Director
Front Runner Logistics

Air freight specialist, NG Transport, has also reaped the rewards of working with DayBookPro. Since implementing the solution, NG Transport has seen marked improvements across several key areas.

- The control and movement of freight are now more streamlined, allowing for greater oversight and predictability in operations

- Customer relations have also improved, with quicker access to information and faster responses to queries

- Monthly invoicing has become significantly more efficient, with a reduction in processing times of around 35%, which the company attributes directly to the integrated and automated features DayBookPro offers

Billy McCaffrey, managing director, NG Transport, said:

> *"There have been noticeable improvements in our transport operations managers' daily routines. Routine administrative tasks are far less time-consuming, and the system has freed our managers to focus on higher-value responsibilities such as strategic planning and client engagement. As a result, overall morale and job satisfaction across the team have improved."*

Leading air-freight specialists, Front Runner Logistics, have also benefited from the DayBookPro system since its implementation in 2018, citing the excellent functional control over freight movements, enhanced customer visibility with their own portal access, and significantly improved overall efficiency thanks to process automation.

Joel McCormack, Managing Director, Front Runner Logistics said:

> *"What sets this system apart is the outstanding support from the development team. They've been responsive, collaborative, and incredibly effective in implementing bespoke features based on our specific requirements – something that was proving difficult with our previous incumbent. Their willingness to listen and adapt the system to our needs has made a real difference, and we truly value their ongoing efforts to continuously improve the platform."*

Phase 4: Supporting industry growth and skills

Beyond operations, IOL is also investing in a social responsibility programme for logistics skills development. In collaboration with West Thames College, IOL is delivering a six-to-eight-day practical course on freight forwarding systems. DayBookPro is used throughout the training, helping new and returning workers understand how modern TMS technology operates in real-world settings.

"THE TRANSPARENCY IT PROVIDES TO CLIENTS INCREASES TRUST AND IMPROVES EFFICIENCY. PRODUCING REPORTS/KPI'S FOR CLIENTS IS INVALUABLE. THE SYSTEM IS SECOND TO NONE."

Billy McCormack
Sales Director
Front Runner Logistics

Conclusion

DayBookPro has evolved into a comprehensive, cloud-based logistics platform designed to meet the growing demands of modern freight operations. Backed by the performance and flexibility of InterSystems data platform technology, it delivers measurable efficiencies and greater transparency across the logistics chain.

By combining advanced technology with a deep understanding of logistics, IOL is helping operators large and small reduce complexity, boost accuracy, and future-proof their operations in a demanding transport landscape.

About International Online

IOL's mission is to help companies that operate in logistics, freight forwarding, air & sea imports/exports, courier networks and postal services to provide seamless door-to-door collections and deliveries. Their DayBookPro and bespoke solutions empower users to perform their daily tasks with full transparency, clarity and speed from the Point-of-Booking to Proof-of-Delivery and everything in between.

"IT WAS CLEAR THAT OUR PREVIOUS TMS WAS NOT IN THE SAME LEAGUE. A FIRST-CLASS SYSTEM BACKED BY A FIRST-CLASS TEAM."

Joel McCormack
Managing Director
Front Runner Logistics