



# Customer Feedback and Case Study



## TRUTAC PRODUCTS PROVE A SOUND INVESTMENT FOR PRINCESS COACHES

TruTac products prove a sound investment for Princess Coaches. Family owned PSV operator Princess Coaches has been in business since 1919, providing services across Southampton, Hampshire, the rest of the UK and Europe from its well-placed depot in West End, just off junction 7 of the M27. They first came across TruTac's range of compliance products whilst looking for a new clocking system, having been given a recommendation by a driver who had seen it in use with another coach operator.

**"TruTac's complimentary products TruControl PSV, for tachograph analysis and TruTime, clocking system make recording, analysing and managing drivers' working time easy." Says Princess Coaches Manager, Richard Matthews.**



## Case Study

TruTime uses existing digital tachograph driver cards and hardware to clock in and out, also removing the need for manual time sheets. Clocking data is then validated against driver tachograph records for complete driving hours and time sheet reporting.

"After an online introduction to the system with one of TruTac's staff, I found it easy to sell the idea to my own Managing Director, simply because of the amount of data it can collect and the time it can save me by doing so" adds Richard. "Where once I'd be chasing drivers to download cards every week, now they do it every day when they clock in and out."

Unique to the industry, the web-based systems provide completely automated tachograph analysis and clocking reporting. TruControl PSV and TruTime are simple to install; requiring only an internet connected PC; simple to use and above all totally secure – permission levels can be set for individual users depending on job role.

New software can be difficult to grasp but not so with TruTac's products, according to Richard:

**"When we first adopted the system TruTac brought us up to their offices for a day's training, which was really beneficial, plus the back-up support is great – we can call our rep any time we need to, and he knows the system so well he can talk you through it really easily, even when he's not at his desk."**

Designed specifically for the coach and bus sector, TruControl PSV analyses mixed EU and Domestic Drivers hours, Working Time Directive and both digital and analogue tachographs.

"We now rely on it for all of that, plus we use it to verify payroll" Richard says. "It's easy to use and because it's web-based, we can run it on smart phones and tablets when we're out of the office, saving phone calls back to the yard to confirm whether drivers have clocked in or out." The system has made the monitoring of drivers' hours and working time a lot easier and quicker too. "All in all, for Princess Coaches TruControl PSV and TruTime have been a worthwhile investment in our business" Richard concludes.



## We are Talking... Return on Investment!



“ TruTac's TruControl PSV for tachograph analysis and TruTime for clocking, make managing drivers' hours and time sheets easy. The software is fully automated, simple to use and because it's web-based we can run it on smart phones and tablets when we're out of the office. Also, it's designed specifically for the coach sector and works with EU and domestic drivers' hours, WTD and both digital and analogue tachographs. All in all, the systems are proving to be a sound investment in our business. ”

Richard Matthews, Manager, Princess Coaches.

For further information call us today!

**024 7669 0000**

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[info@trutac.co.uk](mailto:info@trutac.co.uk)  
[www.trutac.co.uk](http://www.trutac.co.uk)

