



**NetSfere**  
Enabling Communication.

**UK BASED CHAMBERLAIN TRANSPORT LTD  
IMPROVES INTERNAL COMMUNICATION AND  
COLLABORATION USING GDPR COMPLIANT  
SECURE ENTERPRISE MESSAGING**



**WINNER**

FROST & SULLIVAN

BEST

2023 PRACTICES

AWARD

GLOBAL SECURE MESSAGING SOLUTIONS

# OVERVIEW

Excellent communication and seamless secure collaboration are a hallmark of today's industry-leading transportation organisations. But staying in touch with their crew can be tricky, especially if their operation requires diverse routines and work assignments.

When UK based Chamberlain Transport Ltd needed to upgrade its communication infrastructure, it turned to Infinite Convergence's NetSfere Enterprise for a secure enterprise messaging platform that helped them align with industry best practices, increase effectiveness, and migrate away from consumer-grade messaging platform.



## CHAMBERLAIN TRANSPORT LTD

**CHAMBERLAIN**  
TRANSPORT LTD

Across three generations of the Chamberlain family, Chamberlain Transport Limited has grown in both size and reputation to celebrate more than 65 years in business. Starting out with just two trucks, the company was founded by Gerald and Rachel Chamberlain in 1954 and strives to provide a quality, reliable service. Today, the company fiercely maintains their excellent client relationships and builds many more, helping a wide range of businesses benefit from exceptional haulage and distribution performance. Chamberlain Transport prides themselves on delivering an unwavering "Dedication to Quality" promise during each and every journey. And, with more than 100 vehicles and trailers and a team of 60-plus staff, they have the ability to service even the most complex logistics demand.

Fleet operates in excess of

**40 VEHICLES & 60 TRAILERS**

**RELIABLE & EFFICIENT**

from beginning to end

**65 YRS**

experience in haulage and distribution

**DEDICATION TO QUALITY**

in all aspects of the operation

Employ

**60+ STAFF**

# THE PROBLEM

To achieve quality, Chamberlain Transport needed to ensure that communication is at the very heart of their business and that there is no room for errors. They wanted to ensure accurate and detailed instructions etc. get to all drivers and they have the means to effectively communicate back with the traffic office. The present communication tools they were using, and the in-built communication tool of their Traffic Management Systems, just didn't offer what they were looking for to help and improve their time-critical collaboration and operations.

The bottom line was that Chamberlain Transport needed a comprehensive messaging solution that not only addressed the organisation's regulatory vulnerabilities but improve time-critical collaboration.

Chamberlain Transport chose Infinite Convergence after extensive due diligence on the NetSfere messaging platform. In addition to market-leading security and control, one of the key reasons for the decision was Infinite Convergence's proven track record in delivering end-to-end, next-generation mobile messaging solutions to carriers and enterprises globally, enabling more than 500 million users and over 1 trillion messages annually.

# THE SOLUTION

Chamberlain Transport faced many of the same challenges as other similar organisations struggling to make the transition from consumer-grade messaging and other non-reliable platforms to next-generation, secure mobile messaging technology. Recognizing the need for a secure mobile messaging solution for organisations in similar situations, Infinite Convergence had launched NetSfere with industry-leading security and control safeguards — features that directly addressed the desired outcomes Chamberlain Transport hoped to achieve.

## Reliable Message Delivery for better Crew Coordination

Reliable, intuitive messaging capabilities mean smoother operations and better communication among crew members.

## Compliance

Designed to manage the sharing and storage of protected data, NetSfere's secure enterprise messaging platform facilitates compliance with GDPR and other regulations, which is lacking in most of the consumer-grade platforms.

## Collaboration

NetSfere empowers the employees and crews to communicate securely and safely with their preferred channels for communication – text, voice and video in an instantaneous, contextual and highly engaging mobile messaging environment. The intuitive user interface, HD Audio calling, HD Video calling, Group Video calling, Screen sharing, Guest User invitations and Broadcast channels are some of the extensively used features which enables better collaboration anytime, anywhere.

## Internal Broadcasting

Robust broadcasting gives the ability to instantly distribute information about schedules, crises, or other events to the entire team.

## Administrative Controls

Comprehensive administrative controls increase the ability to monitor and manage the transfer of information across employees, formalizing policies and procedures that reinforced the security and adherence to best practices.

## Security

Advanced 256-bit and device-to-device encryption protects messages and data, ensuring the security of messages from the sender's device to the recipient's.

## Location Sharing

Location sharing allows managers and supervisors to monitor crew locations and take advantage of opportunities for improved operational efficiency.

*"We have been using NetSfere since March 2017 and it always does what it says on the tin – its GDPR compliant, so customer details are not at risk, it's reliable and stable as well as being low budget. Unlike other solutions we can take its performance for granted – NetSfere is always on so we can get on with the job and if it's not in NetSfere, it didn't happen".* **Simon Chamberlain, Managing Director**



## The Results

In a short timeframe, NetSfere transitioned Chamberlain Transport from an unreliable messaging infrastructure to a sleek, updated solution built for the demands of the transport industry

Using NetSfere, Chamberlain Transport benefited by:

- + Having seamless, secure, and time-sensitive collaboration among the crew
- + Accurate and detailed communication between the drivers and traffic office
- + Confirming delivery and route instructions to their drivers
- + Being compliant as all their data is stored on servers in Europe that comply with the General Data Protection Regulation (GDPR)
- + Use Audit trail if required as all communication is stored in NetSfere
- + Having a control of the users in their network
- + Share general company messages and updates even put in holiday requests.

Using since 2017, Chamberlain Transport has been one of the happy customers of NetSfere Enterprise in the Transportation Industry.



“NetSfere was invaluable during the pandemic – especially at the start when no one really knew how things were going to develop and for just how long”. “We were able to share important updates, health and safety information etc with everyone via one platform in real time”.

*Simon Chamberlain, Managing Director*

## About NetSfere

NetSfere offers next-generation messaging and mobility solutions to telecom operators and enterprises around the world, including its secure enterprise-grade mobile messaging platform NetSfere Enterprise. NetSfere Enterprise is a recognized secure enterprise messaging service and platform that provides security and message delivery capabilities, including global availability of cloud-based services, device-to-device encryption, location-based functions, and administrative controls. The service is also offered in partnership with Deutsche Telekom GmbH, one of the world's leading integrated telecommunications companies, and with NTT Ltd., a global information technology and communications service provider, jointly offering NetSfere to its customers in all the world. NetSfere also meets global legal requirements such as GDPR, HIPAA, Sarbanes-Oxley, ISO 27001, and others. The company's technology supports more than 500 million subscribers and more than one billion messages per year. NetSfere has offices in the United States, Germany, UK, India and Singapore. For more information, visit: [www.netsfere.com](http://www.netsfere.com).

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