



Industry: Transportation

Long-Haul Trucking

A trucking service based in the U.S., this company works with customers here and in Mexico, with a fleet managed entirely from a single corporate office.

CHALLENGES

Dealing with a large service area that covers the Southwest (a large portion of the nation) and Mexico can be tough, and it caused a lot of hurdles for this company. The biggest concerns were finding a way to make sure customers were serviced on time, all payment were confirmed, and the efficiency of the company was boosted to its maximum potential.

SOLUTION

The company chose Mobile Workforce Plus to shore up the company. They turned to its GPS-tracking capabilities to verify arrival and departure times of its vehicles. Additionally, the company now has a way to remotely monitor driver behavior for safety and keep track of the wear and tear of vehicles to stay on top of maintenance needs.

BENEFITS

Since implementing MWP, efficiency increased by 20 percent and the company saves nearly \$1,000 per month, but the biggest impact is the accuracy of the reporting feature. Now, they can respond to customer inquiries with accurate information and resolve any customer disputes by showing reports that verify services rendered. Plus, drivers now take the quickest route available rather than taking a long path that would earn them an extra few hours, since managers can see the exact routes taken. They can also see if any drivers have an unusually high number of hours on the road and now have a way to ensure the company isn't being taken advantage of.



GPS TRACKING

Increased efficiency in route selection.



REPORTS

Boosted accountability due to transparency.



WIRELESS FORMS

Enhanced customer service capabilities.

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