Industry:
Transportation
Specialized Shipping Experts

This shipping company focuses on unique, hard-to-handle shipments, serving customers in manufacturing, distribution, and governement agencies.

CHALLENGES

This company has offices strategically placed throughout North America; however, regional management and field staff are located in different areas of the country. Communication and data retrieval began to suffer due to geographical divides between operations and field staff. They needed an easy-to-use mobile resource management solution that would allow them to locate their field staff, collect accurate data, increase productivity, and improve communication.

SOLUTION

TeamWherx™ was the perfect choice to help them run more efficiently. The range of features, including Wireless Forms and GPS Tracking, solved all of their company's needs. TeamWherx™ took the company to a new level of operational efficiency and customer service, thanks to its enhanced oversight capabilities.

BENEFITS

Using TeamWherx™, the company's operations team has complete visibility into the transportation process. New route information is automatically uploaded upon clock-in, and the operations team can easily make changes without interrupting the delivery process. They streamline package delivery and field invoicing by using barcode scanning and signature capture, reducing processing times. Signed digital purchase orders result in accurate invoicing. And with all the time saved, even more deliveries can be added to the daily routes. Plus, the image and signature capture feature saves them thousands of dollars in damaged-goods claims, since they can provide the burden of proof that items were delivered intact, with customer signatures are futher verification.

WIRELESS FORMS
Increased verification of services rendered.

GPS TRACKING
Better oversight into worker locations.

BARCODE SCANNING
Expedited processing of all delivered goods.

Learn more about our solutions at www.actsoft.com/teamwherx/

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