

Transportation

Regional Trucking



Transportation company increases revenue by \$260,000 in first year with TeleNav Track™.



BENEFITS OF TELENNAV

- **Improved employee accountability**

With TeleNav Track, Timco Logistics is more easily able to locate and monitor its drivers.

- **Customer service improvements**

Timco Logistics now responds to customer requests and disputes with exact GPS data.

- **Cost savings**

TeleNav Track has improved the accuracy of timecards, which translates to direct savings of at least \$3,380 per year.

- **Increased revenue**

Timco Logistics has noticed its drivers now complete a greater number of deliveries, which resulted in increased revenue of \$260,000 in the first year.

his/her timecard or wasted time while on the clock, the company had little to no recourse. Second, if a customer claimed their shipment had not arrived, the company had no verifiable proof to send to the customer, and had to rely on the driver's word. Third, if an issue arose with an employee's timecard, payroll personnel had to sort through transportation logs to correct the inaccuracy.

SOLUTION

Timco Logistics implemented TeleNav Track after rejecting hard-wired GPS systems due to their high cost. Previously, the company was unable to confirm it was getting honest and accurate timecards. "Our drivers simply wrote down their time on a piece of paper," said Todd Nance, vice president of Timco Logistics. The company now uses TeleNav Track's timecard feature to track drivers' hours. "By saving just one hour per week per driver (a low estimate), we see annual savings of \$3,380," said Nance.

TeleNav Track's stop alerts notify management when a driver has stopped for a certain length of time, which reduce unauthorized stops. "Before, a driver could be sitting somewhere for two or three hours without us knowing," said Nance. "Our drivers can now complete an extra load or two per week since we have reduced unauthorized stops." This translated into a direct increase in revenue of \$260,000 in the first year.

The company has also noticed improved customer service. If a customer calls with a complaint, Timco Logistics can print out TeleNav Track's breadcrumb report, which provides verifiable proof of each driver's whereabouts and when he/she will arrive at a customer location. This report can then be faxed or emailed to the customer.

In addition to drivers completing more deliveries in a week, payroll personnel are more efficient. Rather than sorting through transportation logs to correct a timecard inaccuracy, they can simply go back to the breadcrumb report to verify drivers' hours. "It used to take an hour or more to resolve one timecard dispute," said Nance. "Now it takes five minutes."

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- Todd Nance, Vice President

RESULTS

Nance admits he was a little skeptical of TeleNav Track initially because it costs so much less than hard-wired systems that offered the same functionality. "We were leery of the system at first considering the difference in price," said Nance. "We wondered if it would work as well. We can now confidently say it works very well." He added, "In the future, we hope to implement more features from TeleNav Track to save us even more time and money."

SITUATION

Established in 2001, Timco Logistics Systems is a local and regional transportation company headquartered in Waxahachie, TX. The company's 46 employees provide service in a five-state area including Texas, Oklahoma, Louisiana, Mississippi, Arkansas and Tennessee. To stay abreast of industry trends and provide more competitive service and rates, Timco Logistics looked to TeleNav Track to improve employee accountability and customer service.

CHALLENGE

Timco Logistics needed to monitor its employees for three reasons. First, if a driver falsified

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1 88 TeleNav 2 (1.888.353.6282)

