

## Grocer Uses Agilis' Software for Real-time Delivery Tracking Increasing Operational Efficiency



*"This solution gave us capabilities above and beyond what had been previously sought... resulting in a significant return on investment for [our company]."*

**- Senior Vice President of Logistics, Manufacturing, and Information Technology**



A large family owned grocer sees increased efficiencies and reduced down time for deliveries with Agilis Systems.



### About Agilis Systems

Agilis Systems, LLC is a management software solutions company dedicated to providing flexible and powerful applications that enable customers to improve their mobile operational efficiencies and reduce costs.

Agilis Systems' products allow customers to more effectively communicate, organize, report and manage their operations. The suite of applications assists our customers in the management of mobile personnel and in their day-to-day operations. The modular design can be integrated with existing business applications and can easily scale from small organizations to large enterprises.

Agilis Systems focuses on assisting businesses improve their operations through low-cost, high-value mobile software products that:

- \* Provide timely mission critical information.
- \* Simplify mobile worker management
- \* Enhance flexibility and scalability to meet business needs
- \* Improve customer service and satisfaction

### Challenge

A large family owned grocer supplies 103 stores in seven states using a fleet of more than 100 delivery trucks, all carrying critical, highly perishable cargo. Prior to engaging with Agilis, the company used GPS locators in its trucks to collect some tracking data, but dispatchers had to manually record deliveries and plan route changes using enormous sheets of paper. Even common questions or updates could require multiple phone calls to drivers. The lack of an integrated, automated system made it difficult to ensure timely and efficient delivery on a consistent basis. In addition, they faced strong cost pressures due to increasing fuel prices and other expenses.

### Solution

Agilis Systems developed a customized fleet management solution for the grocer using Agilis' Mobile Resource Management software. **SmartLOCATE™** provides dispatchers with each driver's real-time location using a truck-mounted, GPS-enabled mobile phone. Agilis' software provides integrated web-based dispatching, work order management, routing and automated call ahead services in a single, affordable platform. Rather than dealing with distracting paperwork, drivers now download onto their phone their scheduled stops and route information at the beginning of each shift. Dispatchers follow their progress on a Web map, easily capture delivery information and provide updates on-the-fly. If bad weather, traffic problems or urgent customer requests require route changes, it's simple to make adjustments and automatically alert drivers. After each stop, the next store on a driver's route is notified to prepare for delivery by an automated call, greatly reducing costly idle time. Drivers also enjoy the security and convenience of having a phone for use in emergencies.

### Results

Agilis Systems enabled the grocer to greatly increase efficiency, lower costs and improve customer service. Idle time for each delivery has declined by nearly 16 percent, reducing expensive fuel usage and allowing each driver to make an additional delivery during every shift. Real-time route management has decreased time previously lost to traffic and weather delays, and dispatchers can prioritize and respond to customer needs immediately via the nearest available driver. The new system is also completely paper-free, more reliable and responsive, safer and more satisfying for drivers, plus it is less expensive to implement and maintain.

*Optimize Your Mobile Operations*