

Agilis Systems and Intermecc Team Up to Offer Chicago Transportation Company Increased Productivity along with Proof of Delivery



This solution gave them capabilities to greatly enhance their productivity along with streamlining their daily work flow.

Challenge

Intermec and Agilis teamed up to provide a Chicago based transportation company with a total mobile solution to increase their dispatcher and driver productivity. Prior to teaming up with Agilis, the transportation company was using a AS 400 application with text pagers. Previously, the drivers recorded pickup and delivery information on a paper manifest. Simple questions or job 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.

Solution

Agilis Systems is deploying an off-the-shelf solution configured for the specific needs of this transportation company using Agilis' Mobile Resource Management software on Intermecc's CN3 device. Agilis integrated into the Chicago company's existing "home grown" order entry application with: **SmartLOCATE™** providing dispatchers with each driver's real-time GPS location; **SmartDISPATCH™** with **SmartFORMS™** for real-time dispatching of delivery jobs directly to the driver's CN3 device; plus allowing driver's to complete the pickup and delivery status information along with barcode scanning and signature capture capabilities for Proof of Delivery. 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 to their CN3 device their scheduled stops and route information at the beginning of each shift. Dispatchers follow their progress on a Web based map where they can easily capture delivery information and provide updates on-the-fly. If bad weather, traffic problems, or urgent customer jobs require route changes, it's simple to make adjustments and automatically alert drivers. After each stop, the next location on a driver's route is notified to prepare for delivery, greatly reducing costly idle time. Drivers also enjoy the security and convenience of having a mobile phone for use in emergencies.

Results

Agilis Systems enabled the transportation company to greatly increase efficiency, lower costs, and improve customer service. They now have a more efficient method for dispatching of drivers. The CN3 allows the client to obtain real-time proof of delivery by utilizing the signature capture and barcode scanning features. The overall improvement in driver productivity resulted in each driver completing at least one more job per day. Real-time dispatch and 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.



Agilis Systems and Intermecc paired together provide increased productivity for transportation and delivery companies.



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

Optimize Your Mobile Operations