

eBook

Solving Common Trucking and Distribution Business Problems

verizon[✓]
connect



An agile set of solutions for your fleet business

Whether you're a business owner, fleet manager or enterprise executive, you want a fleet management solution that understands your business.

In this eBook, we present stories of companies who have taken our software to improve their business outcomes. These companies hail from trucking, distribution and delivery – but they had similar goals of reducing expenses, becoming more efficient, and maintaining proper safety and compliance for their drivers and vehicles.

Our products work for customers of all sizes in the trucking and distribution industry. You may see yourself, and your business, in their stories.

Learn from companies like yours

R&M Trucking >

These trucking and distribution specialists used an ELD solution to make an easy transition to new federal standards.

United Global Logistics >

This large freight shipping business helped improve efficiency and cut down on paperwork by switching to digital logbooks.

Crane Transport >

With 275 vehicles and 350+ employees, Crane Transport needed an easy way to provide more accurate time windows for deliveries.

Joyride Coffee >

A busy coffee distributor found a way to better plan routes and monitor vehicles around the busy streets of Manhattan.

DiPinto Brothers >

This 30-vehicle distribution company started tracking overtime and payroll costs, so they could get expenses under control.

Steve Hilker Trucking >

Transporting livestock in remote locations required this company to seek a solution with vehicle visibility and reporting capabilities.

R&M Trucking boosts safety, compliance and productivity with Reveal

R&M Trucking hauls street freight, rail containers and flatbeds, moves airport cargo, and serves as a certified cargo screening facility. With a range of solutions from Verizon, R&M made bottom-line improvements in safety and productivity – and got a helpful jump on new federal driver log standards.

The challenge

Companies that operate heavy-duty trucks and track hours of service were required to comply with FMCSA's Electronic Logging Device (ELD) mandate as of December 2017. R&M decided to replace its paper logs with electronic logging sooner rather than later – and it needed a solution that would also monitor safety and enhance its ability to deliver excellent customer service.

The solution

“Verizon scheduled installation on a Saturday. They were here all day, and for the few trucks they couldn't get to on Saturday, they were here as early as 3:00 a.m. installing before the drivers came in,” states R&M Safety and Compliance Director Mike Narvaez.

Verizon technologies have helped R&M transition from paper to electronic logs and meet its other goals, as well:

- **Logbook helped R&M comply with federal standards – and more.** Narvaez says, “Logbook has helped us keep our safety rating down by ensuring that anytime a driver is stopped and his hours of service (HOS) are checked, there's not a shadow of a doubt whether his logs are current.”

- **Reveal has improved customer service** by helping dispatchers see drivers' exact locations. R&M dispatcher Corey Christensen says, “If a customer calls and wants an ETA or is worried about where a driver may be, I can log in and see where they are.”
- **Both solutions have helped improve safety.** R&M prides itself on safety measures that go above and beyond what's required. Reveal and Logbook send R&M near real-time alerts for any driver behavior that may be problematic.

The results

Like most trucking companies, R&M used to navigate around stacks of driver logs, reports, paperwork and manually analyzed spreadsheets. Now the company relies on Logbook to eliminate manual processes and increase company-wide productivity.

About R&M Trucking:

- Distribution specialists
- Fleet of 200+ vehicles
- In business since 1976
- Serving the continental U.S. from its headquarters in Franklin Park, Illinois





“Overall, Logbook has made things easier for our drivers. They don’t have to struggle with filling in lines on a logbook from the seat of their truck,” says Narvaez. “It’s one less thing on the driver’s mind when he’s got a million things already going on.”

Drivers agree. Wayne Marchant says, “Before we had Logbook, we were wasting time filling out a paper logbook and it’s possible a lot of mistakes were being made. This makes the process more efficient and less time-consuming. You get your job done a lot faster with fewer interruptions.”

“I don’t have to worry about a driver making a mistake or not keeping his logbook current,” says Narvaez.

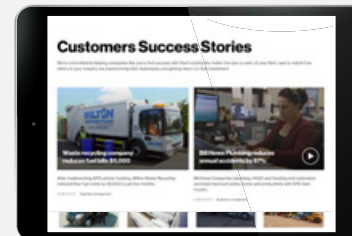
“What were mountains of driver logs and receipts

“After having used Reveal and Logbook, I couldn’t imagine not having them. It’s like going from a flip phone to a smart phone.”

Mike Narvaez, Safety and Compliance Director, R&M Trucking

in the past are now on file in the cloud. It’s great.”

For any company still trying to decide how to comply with the ELD mandate, Narvaez says, “It’s here. You have to comply and you have to follow the law. The sooner you get on board, the better you’ll be. It’s a process, not a light switch. That’s the bottom line.”



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Crane Transport boosts accountability and customer satisfaction with Verizon Connect.

“Service is our reputation” is the motto at Crane Transport, which relies on technology solutions from Verizon Connect to provide exceptional customer service and accurate delivery times.

The challenge

With hundreds of vehicles on the road, Crane Transport had to know exactly where its drivers were, how far away they were from their next deliveries and the routes they took to get there.

The company also needed a driver monitoring solution for safety and fuel savings, as well as an electronic logging system to comply with new Department of Transportation requirements.

The solution

Solutions from Verizon Connect helped Crane Transport address those challenges and discover immediate benefits.

- The Verizon Connect GPS fleet tracking system helps the company monitor driver performance and improve customer service.
- The Reveal mobile app has helped the company outperform the competition, equipping drivers and office staff with powerful information such as truck location, expected route and arrival times.
- Reveal Logbook has helped keep the company in compliance

with driver electronic logs, while also helping improve the company’s overall performance.

The results

Reveal has given Crane Transport newfound visibility into its entire operation. According to Director of Safety and Compliance Tim Hutchings, “We can pull the live map up and see exactly where the truck is, take a screen shot of the location and send it to the customer to show them the exact location of the truck.”

“Knowing how far out a delivery is or eyeballing a truck’s location on the live map is a big advantage for us when it comes to servicing our customers.”



About Crane Transport:

- Transportation specialists
- 275 vehicles
- 350+ employees
- In business since 1966
- Serves Gainesville, Georgia





“Reveal allows us to make sure we are in good standing with our customers.”

Tim Hutchings, Director of Safety and Compliance, Crane Transport

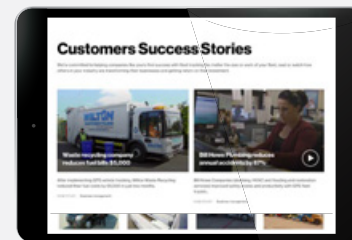
Since adopting Reveal, Crane Transport has reduced its accident rate to 0.32%, significantly below the DOT standard of 1.5%. Hutchings says, “While we can’t prevent lane change issues or sideswipes from other vehicles, we can see real data when it comes to braking and speeding violations, which helps our business tremendously.”

Hutchings says, “We can protect customers’ freight. Reveal helps us make sure we’re in good standing with our customers.”

The GPS fleet tracking system has also helped improve the company’s fuel efficiency by showing how much time each driver was idling, speeding or

spending in a certain gear – and how much fuel was being wasted. Hutchings says, “The Daily Report helps us coach drivers to correct driving habits like idling and speeding that lead to wasted fuel.”

Finally, Reveal Logbook helped the company eliminate paper logs while managing the impact of their elimination on drivers. Hutchings says, “We had two or three people doing data entry off manual paper logs that our drivers were keeping. Implementing eLogs across the business helped eliminate the work of two people, so we could focus their attention on other areas of the business.”



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DiPinto Brothers gets overtime under control with Verizon Connect.

About DiPinto Brothers:

- Distribution specialists
- Edison, New Jersey
- Fleet of more than 30 vehicles
- Serves the Northeastern seaboard

DiPinto Brothers delivers containers to and from ports in the New York area, operating throughout the Northeastern seaboard. From its 115,000-square-foot facility, its fleet racks up 133,000 miles per week. But when the economic slowdown found the company struggling to maintain profitability, it implemented the Verizon Connect Reveal GPS fleet tracking solution across its fleet to gain control of payroll and overtime expenses.

The challenge

Fuel prices rise and fall, but payroll remains by far the largest expense in any trucking operation. At DiPinto Brothers, payroll was inflated by too much overtime, yet the company

had no way of knowing the accuracy of its timesheets.

The company also needed a better way to resolve billing disputes and wanted to improve its fuel efficiency.

The solution

Verizon Connect Reveal helped DiPinto Brothers gain the visibility it needed to resolve its challenges.

- The company implemented the Reveal GPS fleet tracking solution across its fleet to gain control of payroll and overtime expenses.
- The route replay feature helped the company resolve billing disputes by showing when a vehicle left, when it arrived and even a complete replay of the route.

“Now our deliveries are being made on time, and our drivers are back at a decent time so we are spending less on overtime.”

Ken Fentress, Operations Manager,
DiPinto Brothers

- GPS tracking also delivered fuel efficiency gains by letting dispatchers see each vehicle’s idling time and showing drivers an exact rundown of idling periods.

The results

By improving the company’s ability to plan routes, keep track of vehicle activity and



better respond to customer demands, Reveal has helped improve profitability across the company.

With Reveal, the company no longer pays out wages and overtime based on driver estimates. Now, dispatchers can monitor the locations of all vehicles night and day, while an alert feature lets the company set a two-hour limit for trucks waiting at a pickup or delivery site.

“Before, we would have to pay the driver many extra hours of overtime, yet would not be able to bill the customer since we often didn’t find out until well after the fact,” says Puya.

Before Reveal, company dispatchers pinned scheduled deliveries on a chart and relied on the phone for updates. Driver timekeeping was done with paper logs. “If a driver

didn’t call in or couldn’t be reached, dispatchers would be at a loss as to what was happening,” recalls Puya.

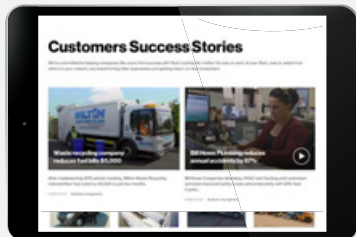
The added visibility provided by Reveal has enabled more accurate billing and improved customer relations. Puya says, “Our Reveal reporting capabilities provide irrefutable proof of pickups and drop-offs. This has made a major impact on our overall profitability and heightened our relationships with customers.”

Finally, Puya says, “Reveal has helped us lower idle times by about 45 minutes per vehicle per day, and to monitor stop by stop how long vehicles are at each site. In one year, that added up to over \$23,000 in fuel costs.”



“We’ve recommended Reveal to four or five other companies.”

John Puya, Fleet/Safety Director, DiPinto Brothers



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Freight company implements electronic logbooks, saving time and manual work for drivers and the office.

Since 2002, United Global Logistics (UGL) has been in the business of moving freight. When the recent electronic logging device (ELD) mandate came out, UGL was quick to research a solution. With safety and compliance being a top priority, they turned to Verizon Connect for the Logbook ELD solution.

The challenge

UGL's fleet of 138 tractor-trailers moves goods across the United States, providing less-than-truckload (LTL) and full container load (FCL) shipments. This includes local pick-up and deliveries, intermodal transportation, and hazmat services. The diversity of their business, and the recent ELD mandate

requirement, meant they needed a flexible ELD solution that worked for all of their vehicles.

UGL made sure they were proactive about finding the right solution: "We implemented Logbook way before the official mandate because we wanted to give our drivers enough time to understand how it works," says PJ Khera, Safety Manager. But they also needed a way to monitor productivity and handle Hours of Service (HOS) compliance. Verizon Connect was up to the job.

The solution

Using a combination of Verizon Connect Reveal and Reveal Logbook solutions

helped them monitor driver safety, productivity and fleet compliance. Khera and the rest of the team at UGL relied on Logbook to help them uncover inefficiencies and better understand where they were spending their time. "With paper logs, paper piled up and it was really hard to review everything manually. Using Logbook, we can access the solution from our computers and receive notifications if a driver goes over their allotted driving hours or forgets to take their mandatory 30-minute break. This cuts down on a lot of work for us," says Khera.

UGL believes that a driver's main focus is actually driving, not dealing with paperwork. "Logbook cuts down on headaches for a driver. He

About United Global Logistics:

- 138 vehicles
- Freight shipping
- Based in Illinois, serving the entire United States





“Logbook helps cut down on headaches for a driver, so he can focus on just driving.”

PJ Khera, Safety Manager

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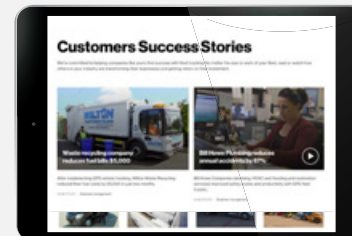
can simply log into the app, load his trip information and he’s good to go. He no longer has to stop and write everything down,” Khera says.

The results

Before using Reveal and Logbook, monitoring whether the fleet was exhibiting safe driving behavior wasn’t so easy. One of the reasons Choi selected Verizon Connect was for the in-depth safety metrics. With Reveal and Logbook, speeding events and harsh driving occurrences are easily monitored on a per-driver basis, which means Choi and his team can provide near real-time coaching to drivers. This provides the tools they need to encourage safer driving behaviors and efficiently haul cargo. It also helps keep their customers happy. “In the trucking industry, if you aren’t safe, you can’t

operate. It’s the same for our customers – they don’t hire a trucking company with a lower safety score,” says Tom Choi, Vice President of Operations.

And when drivers operate safely at UGL, they are rewarded. UGL has created a safety incentive program that drives home the point of driving safely and slowly. For any roadside inspection that results in zero violations, drivers are given a dollar amount depending on the level of the inspection. “Safety is a big part of the UGL culture,” Choi says. “That is the most important thing for trucking companies.” Verizon Connect was able to support both of UGL’s important priorities – operating with safety in mind and removing inefficiencies to provide a better customer experience.



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Coffee distributor gets significant time savings and efficiencies with Verizon Connect.

Joyride Coffee Distributors has complex job of delivering coffee to businesses across New York City and San Francisco, so they needed a tool to help them better plan their delivery routes. With Verizon Connect Reveal, they were able to plan smarter routes and track driver behaviors, leading to improved efficiency and even fewer traffic violations.

The challenge

When Adam Belanich, President of Joyride Coffee, first heard about Verizon Connect, he knew the software could help improve his company's efficiency. "We deliver in Manhattan, which is a challenge. Delivering to 18 miles of coverage can take up to six hours depending on

traffic. We needed a system that would take everything into account and determine our routes for us," Belanich said.

In the past, Joyride Coffee used a competitor's software but found that it was unstable. The routes it set were unclear and delivery teams would run into each other in the field.

The solution

Verizon Connect uses a complex algorithm that compares the vehicle stops with available resources, then delivers an optimized plan based on the factors that matter to the client. Factors can include everything from drivers' hours, pay rates, territories and skills, to vehicle capacities, customer time commitments and even historical traffic data in the

"Our management team now spends far less time on small problems."

Adam Belanich, President

area. "A unique feature of Verizon Connect is that it also allows us to upload our stop duration predictions, which has been huge for us as far as balancing our delivery vans. Now both our vans are getting back at the same time," says Belanich.

Belanich has found that using Verizon Connect has been very intuitive. The software works well together to set the routes and to track the vehicles in the field. "Not having to worry

About Joyride Coffee:

- Founded in 2011
- Beverage distribution
- Based in New York City





about many of those details or where our drivers are has really improved the quality of life at Joyride Coffee.”

The results

Joyride Coffee has three delivery vans that operate in Manhattan: two that do most of the deliveries and a third that handles the overflow. “Before Verizon Connect, there were many times that we had to manually determine routes, especially if we wanted to move any orders to our third van. Now, it is much easier to tweak the routes. We have fewer headaches and it’s a huge time saver,” adds Belanich.

The company has experienced a reduction in traffic violations as well. “In New York, there are many one-way streets, and many streets with bans on right turns or commercial vehicles. Verizon Connect is able to take all of that into account, along with traffic, to determine the best route. Our drivers are getting ticketed a lot less,” notes Belanich. “We’ve also seen an increase in driver safety since installing the tracking devices on our vans. Now that our drivers know they are being monitored, their behavior has improved without any interference from our managers.”

With Verizon Connect, Joyride Coffee found a partner who understood their business and its challenges, helping them better deliver to their customers.



[Watch the video case study >](#)

Steve Hilker Trucking improves customer service, the audit experience and vehicle visibility with Verizon Connect.

Steve Hilker had some challenges when he was seeking out a new fleet tracking software – he had to ensure the signal would reach the remote locations his vehicles travel through and he needed to track trucks carrying livestock, which is time-sensitive cargo. Verizon Connect has performed above and beyond his expectations, even helping with audits and giving him overall peace of mind.

The challenge

Steve Hilker Trucking needed a tracking system that would help simplify their job of delivering livestock, a very time-sensitive commodity. Before working with Verizon Connect, Steve, the Owner,

had signed up for a different GPS fleet tracking solution, but was only a client for 90 days. “There were so many coverage areas it wouldn’t update or work in, and customer service was more of a try to fix blame rather than fix the problem. It was a disaster.”

The solution

After doing a demo for Verizon Connect Reveal, Steve decided to give GPS fleet tracking another try. Five years later, he is very glad he did. Reveal has worked in many remote areas to which the company delivers livestock. Plus, the company has been responsive to his needs: “The demo was a very accurate portrayal of how the system has worked, which isn’t always the case. When I

have had an issue, customer service has been right on it. It’s the polar opposite of my first experience.”

Hilker runs two other companies in addition to Steve Hilker Trucking, which keeps him quite busy. Reveal has proven to be invaluable for making sure all his drivers are on track. There have been times when a driver has misunderstood and begun traveling in the wrong direction, but with a quick glance to a smartphone or tablet, Hilker can correct such mistakes, saving on empty miles and providing timely deliveries.

The results

Hilker has found that Reveal is very easy to use. There is



About Steve Hilker Trucking:

- Founded in 1973
- Livestock transportation
- Based in Kansas, serving 40 states and 3 Canadian provinces





no learning curve, and the reporting features are very good. “With Reveal, I have a lot more peace of mind. When I am doing family things, I don’t have to worry. When I get a call on the weekend, I can pull up the tracker quickly and give a solid answer.”

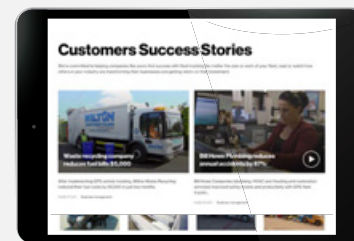
Hilker has mostly used the tracking feature of the solution, along with the reporting for fuel reports. “I did go through an IFTA audit. That was the first time the auditor had seen or let us use the reports, and we sailed right through the audit. It was also more accurate than the old way, using ledgers and fuel receipts. That right there was a huge bonus.”

Since becoming a customer in 2010, Steve Hilker Trucking

“I did go through an IFTA audit, and it was the first time the auditor had seen or let us use the reports, and we sailed right through the audit.”

Steve Hilker, Owner

has been able to simplify operations and provide excellent customer service to their clients. “Reveal is not as essential as cell phones, but I’ve gotten spoiled. I sure wouldn’t want to go back to doing business without it,” says Hilker.



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Your fleet management success story

Our customers' journey to a better managed fleet started with a phone call. Talk to us about your business' challenges with keeping fuel costs down, using efficient routes, promoting a culture of driver safety or finding ways to be efficient.

Visit verizonconnect.com to learn more or give us a call at 866.844.2235 to schedule a free online demo of our fleet management software.

