

eBook

Solving Common Trucking and Distribution Business Problems

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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 used our software to improve their business outcomes. These companies hail from trucking and distribution, and they had similar goals of reducing expenses, becoming more efficient, and maintaining proper safety and compliance.

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.

B.A.M. Trucking >

Owner Brad Medford used dash cams and GPS fleet tracking to help reduce insurance premiums and deflect a false claim.

DiPinto Brothers Transportation >

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

Beck Trucking >

This trucking business used fleet tracking to streamline communication with their drivers and customers.

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

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

As of December 2017, companies that operate heavy-duty trucks and track hours of service are required to comply with the FMCSA's Electronic Logging Device (ELD) mandate. 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 AM, 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 companywide productivity.

About R&M Trucking:

- Distribution specialists
- Fleet of 200+ vehicles
- In business since 1976
- Serves 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.”

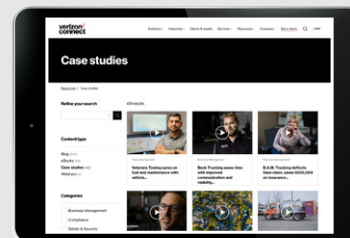
“I don’t have to worry about a driver making a mistake or not keeping his logbook current,” says Narvaez.

“What were mountains of driver logs and receipts 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.”

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

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



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B.A.M. Trucking saved \$200,000 on insurance premiums and deflected a false claim

When you're in the trucking industry, driving is what makes you money, but it can also cost you in false claims and accidents. After B.A.M. Trucking heard that dash cameras could help reduce insurance premiums, Owner Brad Medford chose Verizon Connect Integrated Video. What they didn't know was how much it would save them when they were falsely accused of causing an accident and had the video footage to show their innocence.

The challenge

Brad Medford started B.A.M. Trucking to continue the family business. Switching between a mechanic and driver, he put in long hours to get his company off the ground, learning how to manage employees and grow

his business along the way. But recently, he faced a new obstacle to his profitability: rising insurance premiums.

His insurance agent suggested he look into fleet tracking software and dash cameras. He advised that "it would open up more marketplaces if we had the Integrated Video and GPS systems in our vehicles." Brad took the plunge to see what the technology could do.

The solution

It's no secret that truck drivers don't always trust technology, especially when they're being recorded. As driver Alan Brewster puts it, "Always the biggest issue when you're a truck driver is everything is your fault. There's an accident, you're at fault." Adding a video recording felt like it was going to be another way

to unnecessarily monitor otherwise good drivers.

When Brad realized how much they could knock off their premium with Verizon Connect Reveal and Integrated Video dash cams, he knew he had to go for it. "We called Verizon and were very impressed with their technology. It opened up more of a marketplace and a reduction on our annual insurance premium by \$200,000." And they would soon realize just how important recordings of drivers on the road would become.

The results

One day, they received a text message from someone accusing their driver of causing an accident. Luckily, Brad had received an alert from the Integrated Video software and had already seen the footage.



About B.A.M. Trucking:

- Established in 2011
- Based in Charleston, West Virginia
- 30 trucks
- 30 drivers and 6 mechanics





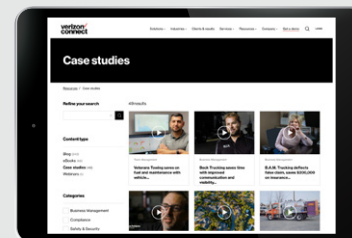
He was able to watch the video and see that the other vehicle had purposely stopped in front of their truck, causing the accident. “She tried to sue us three different times, but with the video from Verizon Connect that we sent her, they dropped it each time.”

Since the accident, Alan has changed his perspective on having dash cams in his truck. “If you’re a trained professional,

and you have a camera in your truck, and you go out and do your job every day, you have a witness.” On top of their insurance savings, Office Manager Cindy Medford says the camera footage “probably saved us tens of thousands, just with one accident.” Whether you’re a driver or a fleet owner, Integrated Video can help you cut costs and mitigate risk – and that’s good business.

“ I cannot imagine our trucks not having Verizon Connect. It protects the driver, and it protects the company.”

Cindy Medford, Office Manager



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DiPinto Brothers Transportation gets overtime under control with Verizon Connect

DiPinto Brothers Transportation delivers containers to and from ports in the New York area and operates 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 Transportation, 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 Transportation 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 Transportation

- 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

About DiPinto Brothers Transportation:

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



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 John Puya, Fleet Safety Director, DiPinto Brothers Transportation.

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.

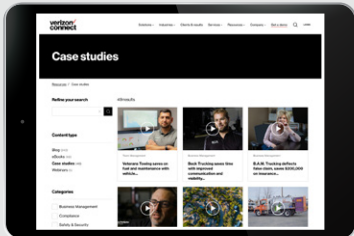
The added visibility provided by Reveal has enabled more accurate billing and improved customer relations. “Our Reveal reporting capabilities provide irrefutable proof of pickups and drop-offs. This has made a major impact on our overall profitability and heightened our relationships with customers.”

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 Transportation



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 [Explore more case studies](#)



Beck Trucking saves hours of time by improving communication and visibility

With a rapidly growing trucking company, Nick Beck, Owner of Beck Trucking, knew he had to implement technology to streamline communication with drivers and customers. After adding Verizon Connect Reveal as their fleet tracking system, they can now see their vehicles virtually any time, ensure they're on time and monitor their driving habits. Plus, with a Project 44 integration, their customers have immediate access to driver location and status.

The challenge

Beck Trucking was growing, and with more drivers and trucks than ever, their manual system of drivers checking in via phone was no longer efficient. Nick Beck explains,

“So many hours were wasted just waiting for the phone to ring or trying to get in touch with a driver.” Lack of visibility into vehicle location also meant that they couldn't update their customers on ETA.

Processes like payroll and IFTA reporting were done manually, requiring hours of work and opening the company up to potential errors. Meanwhile, there was no way to track driver behaviors, like speeding or idling, so it was difficult to coach drivers to be safer.

The solution

Verizon Connect Reveal provided the visibility Beck Trucking desperately needed. Using the live map, Nick

and his staff can see where vehicles are any time. “I know if they're idling, if they're stopped, if they're at the customer's location. That is so important to me.”

They also chose to implement an integration with Reveal called Project 44. It allows his customers to see just the truck during their specific shipment, so they know when the load will be delivered. “It's very easy for them to log on and see where their truck is at.”

Office Manager Tabitha Presley uses multiple automated reports to complete tasks that were previously tedious. She can easily verify payroll against the driver's daily report and mileage. To manage IFTA reporting, she



About Beck Trucking:

- Based in Dobson, NC
- Established in 2006
- Serves the southeast and southwest United States
- 41 employees
- 32 trucks





can pull one report from Reveal, and “it breaks it down however you need it. It’s amazing the difference.” Another benefit has been their implementation of a quarterly safety bonus program. With Reveal, they’ve set up a driver score system and award drivers with a low number of infractions.

The results

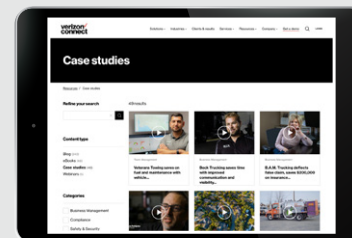
With their Project 44 integration with Reveal, Beck Trucking was able to bid on a project and win a job that generated \$500,000 in income

annually. The improvements in customer communication directly impacted their ability to bring in more revenue for their business.

With drivers incentivized to drive more safely, their safety score has gone up for FMCSA, and their drivers are getting fewer speeding tickets. Their reporting is more accurate, and the staff can be more confident in providing better customer service all-around. The system has changed their business, and as Nick says, “I couldn’t imagine why anybody wouldn’t want this system.”

“The Verizon Connect system truly changed our whole business model.”

Nick Beck, Owner of Beck Trucking



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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, Owner Steve Hilker

had signed up for a different GPS fleet tracking solution, but he was only a client for 90 days. “There were so many coverage areas it wouldn’t update or work in, and customer service wanted more 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. Ten 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. 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 and that



About Steve Hilker Trucking:

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





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.”

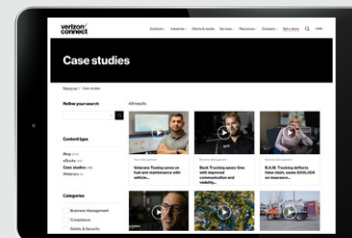
Hilker has mostly used the tracking feature of the solution, along with the system’s fuel reports. “I did go through an IFTA audit. That was the first time the auditor had seen or let us use the reports, and we sailed right through the audit. It

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 has been able to simplify operations and provide excellent customer service to 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.

“ 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



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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 new 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.

