

Feeding America – Good Shepherd Food Bank

Introduction

This case study of Feeding America – Good Shepherd Food Bank is based on an April 2016 survey of Omnitracs customers by TechValidate, a 3rd-party research service.



“This is a must have technology in today’s market place.”

Challenges

- They realized their need for a mobile Proof of Delivery solution for the following reason:
 - They needed the ability to measure driver performance accurately

Use Case

- Utilizes the following Omnitracs’ mobile functions:
 - The stop list for the day’s planned deliveries
 - The real-time view of where a driver is during the day
 - Tracking driver exceptions, whether speeding, missed time windows, “completed” delivery outside of a customer geo-radius
 - Driver guidance at the stop, i.e. tasks that must be completed at each delivery
- They use Android devices.
- They find Proof of Delivery important for the following reason:
 - The ability to communicate with their drivers

Results

- Sees their savings from the following area:
 - Limiting driver overtime
- Reason for purchasing Omnitracs Roadnet over the competition:
 - The software is easy to implement, understand, and to use
- Proof of Delivery improved the efficiency of their mobile employees in the following ways:
 - Improved the tracking of travel time / service time
 - Improved arrivals and departures
 - Decreased paperwork
 - Improved speed of delivery confirmation for back office billing
 - Improved invoicing
 - Improved communication with managers
 - Improved guidance of the correct path to complete

Organization Profile

Organization:
Feeding America – Good Shepherd Food Bank

Industry:
Non-profit

About Omnitracs

Omnitracs, LLC and its subsidiaries are the leading providers of fleet management, routing and predictive analytics solutions for private and for-hire fleets.

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