Case Study: State & Local Government

Introduction

This case study of a state & local government is based on a October 2015 survey of Omnitracs customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.

> "If anyone is manually routing, this is the product for them. The ability of Roadnet Anywhere to communicate back and forth with our ERP system made routing and billing more efficient and accurate. When you use the rest of the modules, you can get instant verification of delivery status. It's a great product!"

Challenges

- Realized that a routing and/or dispatching tool were needed because of the following:
  - Unable to effectively manage the increasing volume of orders
  - Needed to be more responsive to customer demands
  - Needed better daily driver performance management
- Reasons for purchasing Roadnet Anywhere over a competitor:
  - Reputation for outstanding products & success stories from other customers
  - Fully integrated routing and full-functionality dispatching & proof of delivery
  - Software is easy to implement, understand, and to use
  - Had features and functions that other vendors did not

Use Case

- Roadnet Anywhere features utilized to make a direct impact to your business:
  - Standard routing
  - Dynamic routing
  - Location delivery cost information
  - Suggest route for manual orders
- Roadnet Anywhere features that made you successful in increasing efficiency & accountability while reducing costs:
  - Routing algorithms to create low-cost routes while adhering to various business constraints
  - GPS tracking relative to the route plan to know where out of route miles & unplanned stops are occurring in order to correct driver behaviors to reduce costs
  - Detailed exception reporting to proactively respond to route changes and manage drivers more effectively
  - SaaS solution that allowed for easy implementation without IT personnel
- Reasons for choosing a SaaS product for routing and/or dispatching:
  - There was no need for IT involvement to get up and running
  - Did not have to purchase or manage a database
  - The software is always current because upgrades are applied automatically
  - The software can be expensed monthly versus depreciated over time

Results

- Benefits achieved after using Roadnet Anywhere:
  - Reduced excess route mileage
  - Decreased overtime hours
  - Increased utilization of vehicles by adding additional stops
- Roadnet Anywhere has improved route efficiency for the following:
  - Reduced total miles driven: 6-10%
  - Reduced labor cost per stop: 6-10%
- Roadnet Anywhere makes your business more profitable by:
  - Reducing miles run per route
  - Decreasing driver overtime
  - Determining planned arrival / departure times for deliveries / pickups / customer service
  - Knowing where my employees and vehicles are at all times
  - Holding drivers accountable to planned routes
- Roadnet Anywhere assisted in improving staff efficiency in the following way:
  - Reduced driver overtime: 6-10%

Organization Profile

The organization featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Organization Size:
State & Local

Industry:
Government

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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