allGeo Field Workforce Automation for Refrigerated Warehousing Company

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Company Profile

The Company had been storing products for customers beginning in 1983. By the year 2000 had expanded to 5 other locations throughout Washington state. Becoming the 10th (US) and 13th (world) largest refrigerated warehousing company according to IARW membership.

Business Situation

The Company is an environmentally responsible, privately held, cold storage company focused on partnering with their clients, suppliers and employees. To achieve the highest forms of customer service, quality, productivity, and profitability, they need to anticipate and serve their client's interests rapidly, effectively and with integrity.

To meet its customer's storage and transportation needs the Company has developed a network of trucking companies, independent drivers, and agents to ship products requiring cold storage (such as apples). Each transportation company in turn may use employee drivers or contractors. While more cost effective than maintaining its own fleet, the Company found that it was beginning to have concerns about managing such a wide range of drivers and trucks from an operations standpoint.

> *We found that while some companies had excellent on-time records, others were having issues meeting our demanding schedule requirements, and that was beginning to have an effect on our operations,*
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> *For example, we need to know within a 15min time window when a driver will arrive at a facility so we can have the staff and equipment ready to handle things for a fast turn-around. But the way things were going we were missing that window, costing us time and money, and we needed a solution that would put us back on track.*

Solution

Abaqus Inc., worked with the Company to analyze its Operations needs, and then implemented its allGeo logistics solution for the Company that combined driver-initiated autotracking via a mobile app and a series of Geofences around each facility that triggered alerts and messages to the Company's warehouse and operations staff.

Given that allGeo is a cloud-based SaaS solution, the Company was able to easily coordinate and manage its subcontractor drivers via their mobile phones and a browser for the traffic team. Abaqus also put in place an IVR (Interactive Voice Response) system that drivers would call to start and stop their trips. At the start of their trips a driver for Company calls into the allGeo IVR to check-in which starts the auto tracking for the driver's trip.

During the trip the driver's phone is regularly located by the allGeo service, and when the driver crosses the first Geofence on the approach to their destination facility (roughly two hours driving distance away), an alert is sent to that facilities staff allowing them to start planning for warehouse operations and trailer turn-around. As the driver approaches the Company facility he will cross additional Geofences that trigger alerts to the warehouse staff to inform of a 15min window when the driver will arrive.

Once the driver completes their run to the facility they can switch off the trip via the allGeo mobile app OR call the IVR system and log a "trip end" event for delivery confirmation, which also ends the tracking routine and opts them out of the service.

With allGeo, the Company now seamlessly monitors the trip and location status of all their transportation contractors and drivers from a single dashboard, and has the information it needs to more efficiently manage its warehouse operations – without requiring the drivers to install any GPS equipment.

Key Benefits

☑ Improved warehousing logistics by 20%, improving driver on-time rates, and achieving a 10% throughput improvement at every warehouse.

☑ Enable a wide range of carriers and drivers to work with the Company to keep transportation costs low while obtaining the location and on-time/arrival information needed to improve operations.

☑ Cost effectively Locate, Message and Manage their contract drivers and owner/ operators using the drivers' own phones.

About allGeo

allGeo is a leading provider of field service management for mid-size & enterprise businesses to achieve excellence in field service operations by providing tools to improve operations & payroll processes. The allGeo platform helps businesses create custom field service workflows using products & tools such as Scheduling, Time Clock, Tracking & Monitoring, Mileage, Dispatch Messaging, Mobile Forms, Events based alerts, and Reporting.

Examples of workflows include - Time tracking using geofence and pay rate logic for Payroll, QR and Geofence sites for jobs tracking, Lone worker safety with E911 integration, Electronic Visit Verification (EVV) for home health care, and Field Inspection using QR / mobile forms. The allGeo platform integrates with your CRM, ERP and payroll systems to enable easy flow of data from the field to your back office systems.

Contact Us

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