

CASE STUDY

JAS Trucking

Company

- JAS Trucking, a Chicago-area Intermodal trucking company
- www.jastrucking.com

Industry

- Transportation

Challenge

- Simplify dispatch and routing
- Improve accuracy of shipping information
- Enable remote dispatching
- Shorten the length of driver-dispatcher calls
- Provide real-time data to clients

Solution

- @Road GeoManagerSM PE
- CSC FreightLink

Results

- Improved dispatching efficiency
- Greater dispatching accuracy
- Ability for dispatcher to work from out of the country
- Improved visibility into drivers' paths and locations
- Better customer service

Using @Road and CSC Software Solutions, JAS Trucking Streamlines Dispatching and Saves Time for Drivers

Efficient dispatching and routing are vital to the success of an intermodal trucking company like Chicago-based JAS Trucking, which transports hundreds of container loads per day between rail, depot and distribution locations. JAS dispatchers and drivers used to transfer load information by phone, which took about five minutes per call and often led to mistakes—container numbers, pickup numbers and customer phone numbers would easily be inverted, resulting in costly shipment delays.

To address this challenge, JAS began using a combined Mobile Resource Management and dispatch solution from @Road and CSC (Creative Solutions Corp.). The @Road GeoManagerSM PE (Pocket EditionTM) solution works with CSC's Freight-Link Intermodal Dispatch software to streamline the dispatch process and ensure accuracy.

"One of our biggest issues in the past was time management. Dispatchers were spending far too much time providing information to drivers and acting as the liaison between driver and customer," JAS Trucking Operations Manager Ray Medina said. "Now when an order is received, it is entered into our system, and the customer

and driver automatically have the shipment data they need. The @Road/CSC system has not only greatly reduced our phone times and freed up our dispatchers, but it has provided our drivers with the prompt and accurate information they need to deliver great service."

JAS' seven dispatchers route the company's 120 drivers, each of whom complete an average of three to four loads per day, mostly within a 60-mile radius. JAS' relatively high load-per-day rate makes it especially important for the company to deliver quick, accurate information to its drivers.

JAS drivers use GPS-enabled Nextel phones to receive information from the dispatch office. These phones are an integral part of the @Road GeoManager PE and CSC Freight-Link solutions. When drivers use the appropriate text-based forms to send messages to the office or customers, CSC software automatically updates their dispatch status. And because @Road software uses the GPS element of the phones to map drivers' paths and locations, dispatchers have a real-time view of where their drivers are at any given time.

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CASE STUDY

continued

The insight gained from these @Road maps, as well as @Road reports, leads to multiple benefits for JAS Trucking. Customer satisfaction is increased, since dispatchers can see exactly where their loads are and alert customers to estimated arrival times. Invoicing is simplified and customer complaints are managed by the ability to note exact delivery times.

"If a customer reports that a driver was late, we can check the GPS information in @Road GeoManager to see exactly where a driver was at the designated delivery time," Medina said.

Drivers are happy about not having to call in as much, Medina said. @Road software not only allows drivers and dispatchers at the main office to communicate more efficiently, but it allows one of JAS' dispatchers to work from home remotely—very remotely.

"Our night dispatcher works from his home in Poland," Medina said. "He has been an integral member of our daily operation for a long time, and @Road was the only MRM solution we found that allows us to keep him as a much-needed member of our team."

Since @Road software is Internet-based, dispatchers can view and respond to drivers' messages in real time from any location with Internet access. When drivers use their Nextel phones to send a text message—whether a unique message or a predefined one such as "Container Delivered"—the messages appear instantly on the online @Road Messaging interface and the dispatcher can use this interface like a message board to respond.

@Road, Inc. delivers MRM solutions in the three key areas of Field Force Management (FFM), Field Service Management (FSM) and

Field Asset Management (FAM). @Road GeoManager is the flagship FFM solution offered by @Road. Other @Road FFM solutions include the mid-level @Road Pathway and the entry-level @Road Portico.

CSC (Creative Solutions Corp.) has provided software solutions to the transportation industry since 1975, specializing in Intermodal, LTL, Truckload, Contract Carriers, Bulk Carriers, Broker Operations, Freight Forwarders, Container Depots and Dump Trucking Operations. Its Freight-Link Transportation System is a complete operations and accounting system for the multifaceted carrier.

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About @Road

@Road, Inc. is a leading global provider of solutions designed to automate the management of mobile resources and to optimize the service delivery process for customers across a variety of industries. @Road delivers Mobile Resource Management (MRM) solutions in three key areas: Field Force Management, Field Service Management and Field Asset Management.

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