

Timco Logistics keeps tabs on its trucks with TeleNav Track™.

Transportation company increases revenue by \$260,000 in first year using mobile management solutions from Sprint®.



Established in 2001, **Timco Logistics Systems** is a local and regional transportation company headquartered in Waxahachie, TX. The company's 46 employees provide service in a five-state area including Texas, Oklahoma, Louisiana, Mississippi, Arkansas and Tennessee.

Challenge

Timco Logistics needed to monitor its employees for three reasons. First, if a driver falsified his/her timecard or wasted time while on the clock, the company had little or no recourse. Second, if a customer claimed his shipment had not arrived, the company had no verifiable proof to send to the customer, and had to rely on the driver's word. Third, if an issue arose with an employee's timecard, payroll personnel had to sort through transportation logs to correct the inaccuracy. To stay abreast of industry trends and provide more competitive service and rates, Timco Logistics needed a way to improve employee accountability and customer service.

Solution

Timco Logistics implemented TeleNav Track, which is run on the Nationwide Sprint Network, after rejecting hard-wired GPS systems due to their high cost. The company now uses TeleNav Track's timecard feature to track drivers' hours. TeleNav Track's stop alerts notify management when a driver has stopped for a certain length of time, which reduce unauthorized stops and ultimately increase deliveries.

The company has also been able to improve its customer service. If a customer calls with a complaint, Timco Logistics can print out TeleNav Track's breadcrumb report, which provides verifiable proof of each driver's whereabouts and when he/she will arrive at a customer location. This report can then be faxed or emailed to the customer.



Bottom line

With TeleNav Track, Timco Logistics has seen real cost savings, as well as increased revenue. The management solution has improved the accuracy of timecards which translates to direct savings.

"By saving one hour per week per driver (a low estimate), we see annual savings of \$3,380," said Todd Nance, vice president of Timco Logistics. Unauthorized stops have also been reduced with the ability to locate and monitor Timco Logistics drivers. Since drivers can now complete a greater number of deliveries with reduced unauthorized stops, the company has also seen an increase in revenue of \$260,000 in the first year.

Not only has Timco Logistics become more efficient internally, customer service has improved since the company can now rely on TeleNav Track to respond to customer requests and disputes with exact GPS data.

Nance admits he was initially a little skeptical of the software because it costs so much less than hard-wired systems that offered the same functionality. "We were leery of the system at first considering the difference in price," said Nance. "We wondered if it would work as well. We can now confidently say it works very well." He added, "In the future, we hope to implement more features from TeleNav Track to save us even more time and money."

"Our drivers can now complete an extra load or two per week since we have reduced unauthorized stops."

— Todd Nance, Vice President

For more information on mobile management solutions, visit sprint.com/business or contact your Sprint representative.

