

Air Liquide reduces operating costs with Xora XRoutes

Challenge

Air Liquide delivers items like oxygen cylinders to hospitals across the United States. Glenn Wright, Air Liquide's dispatching supervisor, used a time-consuming manual process for generating their delivery routes nationally. Steps included extracting order information from an Oracle system, sorting the orders by geographic zones, selecting drivers for the routes and then sequencing the deliveries within each route.

The complexity of handling these tasks for such a large number of routes spread over the entire country caused Glenn to lose confidence in committing to specific delivery time frames, especially in areas with heavy traffic. In addition, there was no way for Glenn to ensure the efficiency of the routes in terms of distance and time. As a result, Air Liquide's delivery costs grew, while the capacity to handle additional deliveries was reduced.

Solution

After researching route optimization applications, Air Liquide asked Sprint to help identify a solution that would meet their needs. Sprint recommended Xora XRoutes™, a route optimization software that is fully-integrated with the award-winning Xora GPS TimeTrack solution.

XRoutes works with devices on the Nationwide Sprint Network and has the key features Air Liquide required, including the ability to optimize routes based on truck capacity, time windows of delivery, and traffic patterns. With its TrafficQ feature, XRoutes computes delivery times based on historical and real-time traffic data. In fact, the advanced routing algorithms and predictive traffic capabilities of XRoutes typically result in routes that are up to 30% more efficient than those created manually.

Bottom line

Using XRoutes has not only provided Air Liquide with more efficient routes, but it has also allowed them to reliably communicate precise delivery time windows to customers – significantly improving customer service. It has also freed up a lot of Glenn's time, as he can now complete routes for all locations nationally in the time it used to take him to complete routes for a single location.

Furthermore, XRoutes makes it easy for Glenn to determine route performance throughout the day. By logging onto XRoutes web-based interface, he can quickly determine which drivers are on schedule and which ones are behind. Customer Service Representatives can also login to check ETAs and delivery status.

The Sprint and Xora solution has provided exceptional benefits for Air Liquide. After deployment, they were able to absorb extra delivery volumes while keeping operating costs flat despite a 4% increase in salaries and a 50% increase in fuel costs. In the Fresno, California location, costs actually decreased by 30%. The solution has also reduced route preparation and driver assignment time for dispatchers by 90%.

Air Liquide

With more than 43,000 employees in 75 countries, Air Liquide is the world leader in gases for industry, health and the environment. Since it was founded in 1902, Air Liquide has developed around a core business activity of industrial and medical gases. The group's capacity for innovation is fundamental to its growth.

“We are saving \$81,000 annually with Xora's GPS TimeTrack and the XRoutes route optimization product, and have been able to increase our deliveries and reduce costs in an environment where fuel costs went up by 50%. Deployment was very quick and customer support was awesome.”

- Matthieu Giard, Director, Air Liquide

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