

Foresight Consulting, Inc. Case Study



Client: M & D Transfer, LLC
Industry: Transportation

Established in 1982, M & D Transfer is a full service carrier and 3rd party logistics provider for customers in the Greater Chicagoland area. With a modern fleet of trucks and a dedicated staff of drivers and dispatch personnel, M & D Transfer is able to maintain a 99.6% “on time” delivery ratio. M & D Transfer has invested in the latest technologies and specialized equipment, such as Qualcomm GPS tracking modules for all trucks to better serve their customers. In addition to freight service, M & D Transfer also provides freight brokerage, secured parking, and truck and trailer servicing, including 24 hour 7 day Emergency Road Service.

Challenge:

M & D needed a more efficient means of dispatching and tracking their truck fleet with each day’s schedule of load shipments. A manual system had been developed using legal size paper that represented the day’s schedule. This schedule sheet was photocopied many times throughout the day as updates were recorded and distributed to the dispatch team. Additionally, company owned trailers, driver information, customer information, directions to deliver and pick-up locations, and billing information were all manually tracked and recorded using a variety of paper and spreadsheets.

Foresight Solution:

A web-based system, utilizing Microsoft SQL Server and .Net technology, was designed to provide a central repository for scheduled loads, customer, driver and delivery locations information. The application provided a way to schedule, maintain, and monitor all loads. It also provided detailed and comprehensive tracking of driver schedules, company owned trailer usage and placement, detailed driving direction narratives, and tendered load billing details. Load and customer rates can now be tracked and reported upon as new loads are added for existing customers. Freight rates can be “remembered” from past shipments and pre-filled, which eliminates the manual process of researching and verifying contracted rates. A schedule monitor function was also implemented that would review current loads every five minutes and escalate in priority status any loads requiring immediate dispatch attention. Additionally, driver hours can be tracked and monitored easily to ensure that all M & D Transfer drivers are within the federal guidelines for driver hours of service.

Benefits:

The new Dispatch application allowed the M & D Transfer personnel to focus on customer satisfaction and maximize efficiencies in scheduling driver loads and freight. The status based schedule display allows for quick and effective handling of any load delays and issues. The centralized repository for customer and location information eliminated duplication and errors involving daily driver instructions. Billing reports for a given day’s schedule are all that is necessary to communicate to the billing department for processing. M & D Dispatch drivers can now be monitored as they near their hours of service limits for a work day. The web-based solution provides a means for remote access for employees not able to be on site, which has given M & D Transfer even greater ability to serve their customers and support their drivers 24 hours a day, 7 days a week.