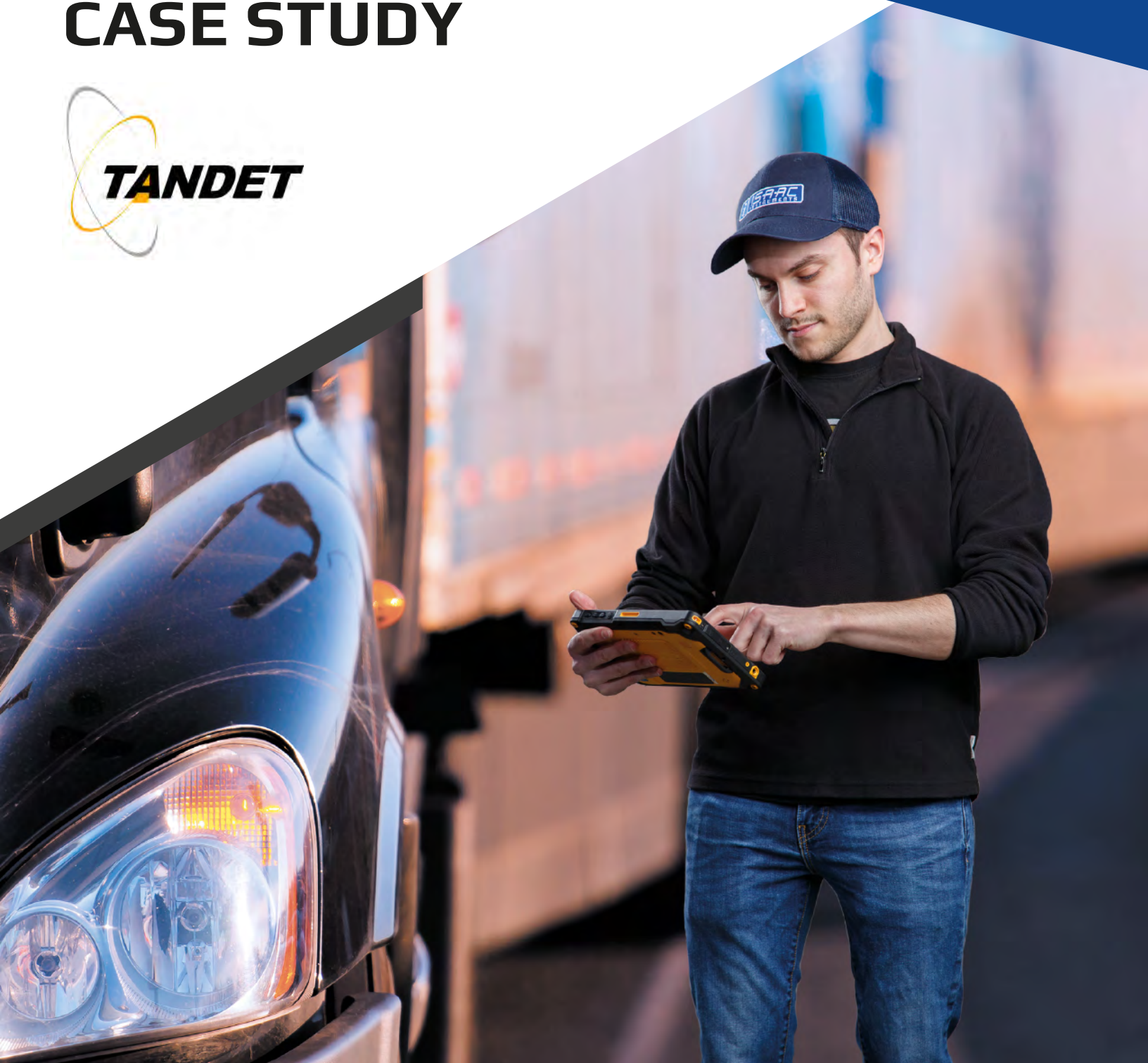




# CASE STUDY



# Optimize operations

Constantly on the lookout for new technologies to optimize its operations, Tandet Group was looking for a **telematics solution offering a complete and flexible application programming interface (API)**. The ideal solution would include a quick and effective integration with their current systems. The Canadian company also wanted a solution to concretely improve driver performance and safety.

## Power of integration

Tandet Group assessed several telematics solutions rigorously before choosing ISAAC Instruments. Their assessment revealed that the technology offered by other suppliers lacked flexibility, caused by having to build around 20-year-old solutions, which limited customization opportunities. No other solution offered a complete application programming interface (API).

“With our previous supplier, it took two years to implement workflows, and it had only half of what we wanted. ISAAC was able to implement near perfect workflows in only three months,” says Corex Cox, vice-president of Information Systems for the Tandet Group.

Thanks to their comprehension of the trucking industry, ISAAC succeeded in harmonizing its solution to the transport management system used by Tandet group, which is TMW Operations.

2x more

WORKFLOW  
IMPLEMENTATION

8x faster

# Saving time, saving money

Thanks to ISAAC's integration, dispatchers can focus on the key part of their job: logistics and decision-making. They are better equipped to make informed decisions. Without ISAAC, the process of modifying a trip could take up to 5 minutes. "With ISAAC, we are saving almost 4 minutes per order that needs to be modified. That's almost 16 hours per month," specifies Mr. Cox. This simplified process decreases the number of errors and reduces the amount of time drivers wait for instructions.

**80% DECREASE  
IN MODIFICATION TIME**



## Improve road safety



Thanks to real-time alerts on the ISAAC InControl tablet, drivers can quickly adjust their driving. According to Mr. Cox, the driver scores on safe driving practices have improved remarkably since the implementation of ISAAC's solution. Instead of waiting several days before consulting their driver report, drivers are instantly aware of their behavior on the road and make adjustments.

"We used ISAAC's services for accident reconstruction reporting. Our safety manager was truly impressed with the precision of the information provided. It eliminated all debate since it supported the driver's recount of events," mentions Mr. Cox.

# Indisputable data for accurate billing

One of the challenges in the transport industry is billing clients for actual time spent at their site. When times are entered manually, the risks of mistakes are higher. According to a study conducted by Tandet Group, employees tended to round down the time spent at a site, which amounts to less than the actual wait time. In a context where each minute counts, having very accurate and indisputable data optimizes operations and the billing process.

“Thanks to auto time-stamping present in the ISAAC solution, we can justify price adjustments to our clients,” concludes Mr. Cox.

## IN SHORT

- ✓ WORKFLOW IMPLEMENTATION: 2 X MORE AND 8 X FASTER
- ✓ 80% DECREASE IN REQUIRED TIME PER TRIP MODIFICATION
- ✓ IMPROVEMENT OF DRIVER SAFETY PRACTICES
- ✓ BILLING BASED ON ACCURATE DATA



### about Corey Cox

Corey Cox is the Vice-President of Information Systems for the Tandet Group. Initially hired for a systems implementation in a Tandet subsidiary in 1994, Corey has been at the epicentre of the subsequent technical transformation of the entire Tandet Group of companies. He combines a strong business and operational knowledge with a diversified technology skill set spanning development, data, server, desktop, mobile and communications. Corey has also written software for the trucking, fleet maintenance and truck leasing industries. He has appeared in print and online media sharing his insights and experience translating technology to business success.



### about Tandet Group

Tandet Management Inc., the parent company of the Tandet Group is a privately held company with corporate headquarters in Oakville, ON, Canada. Every day, we operate on a simple premise: Deliver the best services and products to our customers and never discount our standards of performance, personal attention, or safety and reliability.

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can improve your fleet's efficiency.

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