



REVOLUTIONIZING LOGISTICS : HOW A NORTH AMERICAN TRANSPORTER CUT DELAYS & COSTS

DATAMATICS

The client is a leading North American transportation and logistics provider, specializing in less-than-truckload (LTL), full truckload, distribution, and consolidation services. With an extensive network spanning the region, they are known for their commitment to timely and efficient freight movement.

The Challenge: Lack of Integration

The client faced a significant challenge in streamlining operations for their drivers, who were burdened with managing multiple applications, each requiring separate login credentials. To enhance efficiency, they needed a Single Sign-On (SSO) solution that would eliminate the need for drivers to remember multiple passwords, reducing login-related delays and frustration.

These challenges were particularly pressing for the **CIO**, who was responsible for ensuring seamless technology integration across the organization. The client sought a solution that would provide their drivers with instant access to dispatch schedules on their Zebra devices, ensuring they had up-to-date information at all times.

Beyond driver access, the solution needed to serve as a centralized communication hub for the central dispatch team. By enabling real-time schedule monitoring and instant updates, the client aimed to minimize wait cycles, optimize route planning, and reduce unnecessary operational costs.

The Solution: Smart Workflow Automation

Datamatics designed and developed a Linehaul mobile app tailored for the client's drivers, enabling real-time synchronization with terminal dispatch schedules. The app provided instant updates, allowing drivers to stay informed and make necessary schedule adjustments seamlessly, improving overall coordination and reducing downtime.

To ensure uninterrupted access, Datamatics implemented advanced caching mechanisms, equipping the app with offline capabilities. This allowed drivers to retrieve and reference critical documents even in areas with limited or no network connectivity, ensuring operational continuity and minimizing workflow disruptions.

Impacts: Lower Operational Costs

23%

Reduction in wait times for IVR information

40%

Reduction in cycle times with real-time information exchange, enabling faster resolution time

27%

Increase in uptime due to offline documentation availability, leading to improved agent productivity

Retention

Improved access to information empowered agents, resulting in increased employee retention

ABOUT **DATAMATICS**

Datamatics enables enterprises to go Deep in Digital to boost their productivity, customer experience, and competitive advantage. Datamatics' portfolio spans across three pillars of Digital Technologies, Digital Operations, and Digital Experiences. It has established products in Intelligent Document Processing, Robotic Process Automation, AI/ML models, Smart Workflows, Business Intelligence, and Automatic Fare Collection.

Datamatics caters to a diverse global clientele across Banking, Financial Services, Insurance, Healthcare, Manufacturing, International Organizations, and Media & Publishing. The Company has a presence across four continents with significant delivery centers in the USA, India, and the Philippines. To learn more about Datamatics, visit www.datamatics.com

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