

**Customer:**

Transportation Company with regional offices across the USA

**Customer Size:**

Over 100 employees

**Country or Region:**

Operates USA in 50 States

**Industry:**

Transportation

**Customer Profile:**

Medium size transportation company

**Services:**

Mobile Solutions  
Smartphone Mobile Forms  
Delivery Tracking and Submissions

## DCAT® PDA MOBILE FORMS – TRANSPORTATION DELIVERY

### Situation

Client has about 40+ regional based haulers that process delivery notifications in all 50 States in the USA either with a contact center (telephone) or by fax to the contact center for processing. The hauler completes the disposition form and sends to a central processing location or calls in the information.

The paper forms are completed, signed, and faxed to the national processing center where six (6) data entry clerks key the data into a centralized database platform. The forms are then stored for reference. If called in, the data is manually keyed into the database while on the phone.

### Actions

A Mobile Solution was developed for the form. Deployment of the Mobile Forms in two phases: 1) stand-alone Mobile Form (email / fax) to validate functionality, and 2) XML transfer of Mobile Form data into their order database platform. Possible future consideration is to have delivery information dispatched to the haulers' PDA to further reduce PDA data entry time and errors.

### Results (Estimated)

Deployment results in an immediate reassignment of 5 data entry clerks; the last data entry clerk is to remain to oversee data integration, performed the various reporting functions, and with added safety analytics functions. The estimated annualized labor cost reduction, fully burdened, ~\$125,000. The cost of the phase 1 mobile solution deployment first year ~\$36,000 plus a one-time XML data transfer setup (phase 2) of \$14,000. The annual cost thereafter ~\$12,000.

### Scorecard

**Labor cost reduction ~\$125,000.**

Year 1 Cost Mobile Forms (40 haulers) + Integration Cost - **\$50,000**

Year 1 ROI = 250%, Simple Payback – 4.8 months

Stabilized DCAT annual cost for all haulers \$12,000 with an annual cost reduction of \$125,000, annual reduction of **\$113,000.**

**ROI (Post Year 1) = 942%**

For more information about other

**RD<sup>3</sup> Mobile Solutions**

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