

“ We are saving \$81,000 annually with Xora’s GPS TimeTrack™ and the Xroutes route optimization product. With a spend of \$7000, we are not only getting a fast ROI but have been able to increase our deliveries and reduce costs in an environment where fuel costs went up by 50%. In addition, deployment was very quick and customer support was awesome. Since optimized routes and stops are sent to phones that drivers are already familiar with, driver adoption was quick and easy”

Matthieu Giard, Director, Air Liquide

AIR LIQUIDE



Spotlight

- ▶ Kept operating costs flat while making more deliveries per route
- ▶ Improved customer service by using traffic-enabled route optimization
- ▶ Reduced route prep and driver assignment time for dispatchers by 90%

Background

With more than 40,000 employees in 75 countries, Air Liquide is the world leader in industrial and medical gases. Since it was founded in 1902, Air Liquide has developed around a core business activity: industrial and medical gases. The group’s capacity for innovation is fundamental to its growth.

Now Glenn is able to simply login to his Xroutes account through Xora’s website, and he can tell which drivers are on schedule and which ones are behind. Customer Service Representatives can also login to check ETAs and delivery status.

Challenge

Air Liquide delivers items like Oxygen cylinders to hospitals across the United States. Glenn Wright, the dispatching supervisor, had to contend with several competing activities when organizing the delivery trucks including extracting order information from the Oracle 11i ERP system, sorting the orders by geographic zones and then choosing drivers for the deliveries and routes in those zones. In addition, Glenn didn’t have enough confidence in committing to specific time windows for deliveries especially in areas notorious for heavy traffic. Finally, Glen wasn’t sure if the drivers were taking the most fuel-efficient route to meet their delivery schedules.

Solution

After researching route optimization software that could integrate with the driver’s GPS-enabled phones, Air Liquide chose Xora’s Xroutes route optimization software. Xroutes had the key features that were needed for Air Liquide: Web-based GPS solution, ability to model truck capacity, support for time windows of delivery, easy upload of stops and the clincher, TraffiQ™, a predictive traffic service. With TraffiQ™, Xroutes computes delivery times based on historic and projected traffic conditions.

Results

Air Liquide has been able to absorb extra delivery volumes while maintaining a flat operating cost budget despite a 4% increase in salaries and a 50% increase in fuel costs. In the Fresno, CA location costs actually decreased by 30%. Routing, using predictive traffic, has enabled Air Liquide to be more precise and reliable about delivery time windows to customers. What used to take Glenn 3 hours per location has now been consolidated into 3 hours for all locations