

Xora Case Study

“ Every morning when I come into work, I know immediately where my drivers are. It is by far the most accurate system I've seen. ”

— Vince Pizzoferrato, Transportation & Shipping Supervisor, Wayne Dalton

Wayne Dalton

Situation

Since 1954, Wayne-Dalton has been known for its creative approach to the design of commercial and residential garage doors. The company manufactures, distributes and installs garage doors for customers across the country. Because the company has always maintained a staunch commitment to developing innovative new products, Wayne-Dalton had grown to become a world leader in the garage door and garage door opener industry.

Wayne-Dalton maintains its own fleet of about 40 trucks, which they use both to deliver goods to customers and to bring raw materials back to the company's main office. The fleet makes as many as 500 drops and over 800 pick ups per month.

Challenges

Delivery routes average nine drops per load and usually take several days. Drivers are responsible for both hand unloading materials at each drop and keeping in touch with customers as they make route stops. When the driver has completed all of his drops, the truck returns to the main office for the next load. To maximize truck use, drivers pick up raw materials (steel coils, nuts, etc.) from vendors on their return trips.

Wayne-Dalton sought out Xora mobile workforce management software because

the company wanted to improve their routing efficiency. The cost of a round trip for a fleet vehicle is virtually the same whether a truck is empty or full of parts. The company's vehicles were already traveling cross country, so Wayne-Dalton reasoned that the more raw materials its drivers could pack into their trucks on return trips, the more the company could reduce its transportation and material costs.

Solution

Deploying Xora for its fleet has made a world of difference to the routing efficiency at Wayne-Dalton.

Previously, the inbound load planner would call drivers as they were completing their outbound route to find out how many drops they had left. The load planner would then have to manually construct a route back to the office for the driver, trying to incorporate as many vendor stops as possible so the driver could load up on parts on his way back to the office.

Now, with all vendor locations loaded into Xora, the load planner can see how much of a driver's outbound load has yet to be delivered and when the route is likely to be complete. The planner can see the locations of vendors on a map in Xora, and can create an inbound route for the driver that maximizes use of time and truck.

Additionally, the dispatcher always knows where drivers are, so he can field questions from customers if necessary. The company has even set up a routing website for vendors.

Results

Since implementing Xora, Wayne-Dalton estimates that they have eliminated 90% of the phone calls between drivers and the company dispatcher. The dispatcher no longer has to call to find out how many drops a driver has left in his route; he can view the route progress on a real-time map. Says Vince Pizzoferrato, Transportation and Shipping Supervisor, "Every morning when I come into work, I know immediately where my drivers are. It is by far the most accurate system I've seen."



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