Establishing Productivity on Day 1: How trusted technical support set up Day & Ross to accelerate stress-free modernization

From the loading terminal to the last mile, operational visibility remains critical to ensuring successful transportation and logistics workflows. Dependable visibility allows drivers to be notified of any routing changes and emergencies in real-time, preventing accidents and delays to ultimately improve customer experiences. Poor visibility and inefficiency have led nearly half of T&L companies to lose customers to delays and inaccurate deliveries, which is why large-scale companies such as Day & Ross Transportation Group seek to optimize mobility for fail-proof connectivity, yet as workflows grow more complex, a device management solution becomes indispensable for continual efficiency.

Business Challenge

Built on a legacy of dedicated service, Day & Ross observed the need for modernization across their fleet of over 3000 units and trailers. After independently integrating modernized mobile computers into their trucks, a new need became evident as they struggled to manage every deployed device in a timely fashion. Working with a small IT team, Day & Ross was unable to quickly reach, service, recommission, and monitor thousands of devices at the same time.

Industry: Transportation & Logistics

Application: Mobile device deployment and management

Challenge: Administrators needed a way to monitor and track deployed devices for over 3000 units in their fleet without overwhelming their small IT department

Featured Solution: TrueSupport service

Key Benefits: Optimized fleet technology reduced instances of bottlenecks and communication breakdowns as device performance was tracked for real-time maintenance and updates

Barcodes

Phone: 800.351.9962
Email: learnmore@barcodesinc.com
www.BarcodesInc.com

As a result, devices were often misused and over-looked. To counteract the issue, they implemented an MDM solution, while this highlighted crucial pain points within their fleet, they still lacked personnel to resolve issues. Furthermore, because devices could not be maintained on a trackable schedule, fleets incurred connectivity issues from outdated devices, resulting in broken communication gaps and delays. Outdated devices later lent themselves to security risks, posing an even greater danger to entire operations.

The Solution

While Day & Ross already had modernized handheld computers from Honeywell, Barcodes, Inc. provided much needed device support for deployed devices, alleviating IT teams from complex and long workflows. From on-site support to boosted device security, Barcodes, Inc. TrueSupport service leveraged MDM to enable:

- Trackable RMA reporting that targeted recurring device breakdowns
- A streamlined RMA portal for simplified remote management
- Assisted device triage
- Staging and configuration for newer devices
- Enhanced reporting via MDM
- Battery health monitoring
- Assisted repair follow-up with Honeywell

Benefits and Results

Without IT bottlenecks, Day & Ross could focus on further optimizing fleet technology by modernizing legacy devices and migrating seamlessly to Android and expanding wireless coverage for its facilities. Simplistic RMA management also facilitated future MDM migration plans to integrate new best practices for overall efficiency.

> " Any time we've had an issue, Barcodes, Inc. has taken owner-ship," said Tom Warren, IT Manager at Day & Ross Transportation Group. "Every day dealing with them is like day one. It's always exciting and there is always something new. We look forward to working with them for many years ahead.
>
> – Tom Warren, Day & Ross

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