On the track to maximum visibility: M-O Freightworks Integrates Next-Generation Technology to Secure Real-time Operational Insight.

The limits of field service are continuously pushed into new frontiers. Between same-day deliveries and real-time tracking, transportation teams rely on various technologies to achieve maximum transparency. Dependable connectivity channels between drivers and distributors are vital to keep teams updated and prevent delays, yet studies found that 7 out of 10 transportation companies indicate their technology is outdated and fail to secure long-range communication channels. To meet customer expectations without overwhelming drivers, companies like M-O Freightworks have prioritized streamlined modernization that closes communication gaps.

Business Challenge

Connecting both Canadian coasts, M-O Freightworks operates 25 terminal centers to ship dry, fresh, and frozen goods with the help of 325 drivers and owner operators. Despite its size, M-O Freightworks still relied on old legacy systems incapable of accommodating new visibility software. Consequently, they were not able to pinpoint driver location and status in real-time or give timely delivery updates to customers. Moreover, by integrating multiple varying legacy systems, M-O Freightworks also relied on manual data processing to transfer data between incompatible systems. As a result, system maintenance often relied on one single programmer, creating bottlenecks that stalled productivity and hindered team connectivity.

M-O
FREIGHT WORKS®

Industry: Transportation & Logistics

Application: Workflow visibility and modernization

Challenge: New visibility software struggled to operate on bulky legacy systems, impacting communication channels between 25 terminal centers

Featured Solution: Customized transportation management service built with Honeywell mobile devices, Aerohive, and SOTI software

Key Benefits: Reduction in shipment errors along with improved staff communication and response times to sudden changes. Customers also gained real-time insight to order status

Barcodes

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

The Solution

Specialized in scalable modernization for enterprise, Barcodes, Inc. partnered with M-O Freightworks' small IT team to implement a transportation management service to optimize order entry, dispatch, routing, cross docking, and customer service via handheld devices. To select the appropriate hardware, Barcodes, Inc. conducted the following services:

- Thorough device procurement
- Wireless infrastructure assessments
- Ongoing technical support for deployed devices

After careful consideration, the solution was comprised of:

- **Honeywell's enterprise-ready mobile computers** – Streamlined data capture and processing virtually eliminated manual data entry while connecting drivers to a centralized database for real-time routing updates and tracking, all through the convenience of one device. Teams could enter product information such as size, dimensions, and ETA to be shared in real-time with customers and distributors.
- **Aerohive for wireless connectivity** – As the easiest system to deploy, Aerohive provided a scalable solution to embrace larger warehouses and accelerate deployment for quick ongoing maintenance.
- **SOTI's mobile device management (MDM) tool** – To alleviate M-O Freightworks' small IT team, we selected SOTI for simplistic remote device management, staff training, and troubleshooting.

Within 18 months, M-O Freightworks' modernization solution was fully integrated across facilities and is expected to accommodate new changes seamlessly without intensive IT involvement.

Benefits and Results

Without manual data entry, M-O Freightworks noticed a great reduction in shipment errors. Furthermore, handheld devices were able to provide customers with real-time information regarding their orders. Staff communication also improved as the new transportation management system enables close monitoring of arrival and departure times. Lastly, security patches and automated alerts are now effortlessly rolled out without interruptions, delivering a secured channel between teams.

When the correct tools are employed, modernized operational visibility is seamless, safe, and scalable to prepare businesses for any eventual change. Start leveraging actionable insight in your operations with Barcodes, Inc. modernization teams and redefine the limits of efficiency in the digital age.

> " Barcodes, Inc. provided a system with the handheld devices that empowers both our internal and external customers with "real time" information," says Lori McCreight, M-O Freightworks CFO. "This improved timeliness of data, dock produc-tivity, and ultimately changed our business culture to embrace technology. "
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> *– Lori McCreight, M-O Freightworks*