



Delivering

Real-time GPS tracking and reporting eliminates delivery errors and improves customer satisfaction.

Wessin Transport, a delivery and transport company serving the Midwest and East Coast regions, employs 130 drivers who deliver up to 35,000 packages every day.

The Challenge

Wessin Transport started with a back-end system that tracked driver productivity and event history. However, the functionality didn't include real-time visibility or proof-of-delivery, and with a high volume of deliveries each day, mistakes were bound to happen. Packages were lost, shipped to the wrong address, or returned as undeliverable making it hard to keep customers happy and reduce fees associated with delivery errors.

The Solution




The company saw an opportunity to make operational improvements, which would, in turn, improve the customer experience. "We wanted to increase our integrity and provide a higher level

of customer service,” said Alan Schostag, Director of Information Systems for Wessin Transport. “Our goal was to develop a user-friendly process that would minimize mistakes, improve driver accountability, and reduce costs.”

Wessin engaged AirClic to design and deploy an automated solution that would provide real-time visibility of its entire field operation and integrate seamlessly with their existing back-end system. “We considered other companies, but with AirClic, there were no barriers. There was a clear future in their technology, equipment, flexibility, and opportunities for additional applications,” Schostag said.

The Results

Since deploying AirClic, Wessin has saved its customers hundreds of thousands of dollars in replacement product and shipping costs. “When a package within a shipment was reported missing, the customer reshipped the entire order,” Schostag said. “Now we can provide a ‘breadcrumb trail’ that tracks package location at any point along the way.” The proof-of-delivery system has helped Wessin reduce costs by eliminating delivery errors, improving driver accountability, and streamlining operations. More importantly, the company has succeeded in securing additional contracts in several new cities. Key benefits of the AirClic solution include:

-  **Increased customer satisfaction** – GPS tracking provided time and date stamp information to customers on the status of their packages providing them visibility into every step of the delivery process.
-  **Reduced costs** – Wessin is able to account for each package and avoid costs due to mishandled deliveries.
-  **Improved driver tracking and efficiency** – Drivers had full visibility into their packages and routes making it more efficient to make deliveries on time and account for delivery errors which streamlined operations and reduced overall operating costs.

“The AirClic solution has helped us expand our business without having to add drivers,” Schostag said. “It’s given us a huge competitive advantage.”

— Alan Schostag,
Director of Information Systems
for Wessin Transport

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