

SILVER LINE WINDOWS, an Anderson Company, develops and manufactures the highest quality vinyl windows and doors on the market today, with 500,000 windows shipped each month.



The Challenge

With hundreds of thousands of windows shipped each month and little visibility into the process once windows left the warehouse, customers were growing frustrated with inaccurate delivery information and a time-consuming backorder process. Silver Line began searching for an outside solution to accurately invoice customers and process backorders at the time of delivery with the goal of improving customer service levels.

The Solution

Silver Line chose Airclic after comparing three competing product offerings and gathering feedback from their drivers. “They preferred the Airclic offering over the other vendors we evaluated, for two major reasons; The direct connect feature of the mobile phones and the portability of the mobile phones with the attached scanner. With Airclic, our drivers don’t have to be in the cab to scan their paperwork – they can scan it in the trailer, on the dock, wherever they need to be to do their jobs.”

Silver Line Windows rolled out the proven Airclic methodology to 225 drivers, in eight different plants and cities over a span of only eight weeks. “Airclic helped us create a training manual and, on average, it took only 10 to 20 minutes to train each driver. It was much easier than the other systems we considered,” marveled Jon Keller, Vice President of Logistics.

Using mobile phones equipped with Airclic’s Industrial Perform product and barcode scanners, drivers scan each window’s ship ticket as it’s unloaded at the customer site. Data is recorded in real-time, allowing Silver Line to accurately track every delivery or immediately process backorders.

INCREASED
ACCURACY
IN INVENTORY
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AND INVOICING
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MOBILITY THAT DELIVERS

Improved
Efficiencies
Resulting in
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Year Costs Saving

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The Results

For the first time, Silver Line can track their drivers and relay real-time information to customers on the status of their delivery. They can also instantly invoice and process backorders directly from the delivery site.

Key benefits of the Airclic solution include:

- **Immediate cost savings** More accurate billing and the switch to paperless inventory tracking and processing, saved \$500,000 in the first year.
- **Ease of implementation** Field service workers were up and running in just 20 minutes.
- **Seamless integration** Minimal infrastructure investment and quick integration with existing back-end systems meant no capital investments or additional IT resources.
- **Enhanced customer service** Real-time reporting and driver tracking means customers know exactly where their order is at any time.

“The beauty of Airclic is that, to users it’s so simple, but the back end and infrastructure leverages a lot of smart technology. When we calculated costs of developing the infrastructure - and the time required for development and support — it was an easy decision to purchase this solution.”

John Keller,
Silver Line VP of Logistics



Increase Your Performance with Airclic

Contact us at 1-800-707-2542 or visit www.airclic.com