

INTERMOUNTAIN EXPRESS provides overnight delivery services to the automotive repair industry and wholesale dealerships in more than 300 cities in five Western states, offering around-the-clock service.



The Challenge

Intermountain Express was spending a tremendous amount of time and money to locate, reship or replace mis-delivered or lost packages. “A dealership in Provo would claim their transmission never arrived,” said John Droubay, President and Owner of Intermountain Express. “After repeated phone calls to the warehouse, the dealership, and the driver, we might find it somewhere in Rock Springs, or not at all.”

It was clear to Intermountain that they needed an accurate, credible proof-of-delivery system to avoid the hefty replacement and reshipping costs they were paying.

The Solution

Airclic provided a multi-faceted, GPS-based application that offers instant package tracking and proof-of-delivery, promoting driver accountability, route efficiency, and accurate labeling.

“One of the application’s features, a bar-coded address labeling system that assigns tracking numbers, allows our customers to easily print and attach their own labels at the warehouse,” said Droubay. “When our drivers scan the packages at pick-up and delivery, the instant GPS readings tell us a lot more than just location.” For example, if a dealership claims a part wasn’t delivered, a manager can check the tracking number to verify whether the package was addressed correctly or if the part was shipped. Based on this virtual paper trail, the company can accurately assign responsibility for reshipping or replacing the package.

With Airclic Insights on Demand, managers can monitor their drivers, including location, speed of travel, and length of breaks, in real time. This feature helps Intermountain estimate reasonable time frames for each route, improving customer service and minimizing overtime. “In the past, when a driver reported that his route took a certain number of hours longer than had been allocated, we had no way to dispute the claim,” he said. “Now we know that he was pulling over to sleep for eight hours, driving under the speed limit, or making frequent stops.”

SAVING
THOUSANDS
EACH MONTH,
WINNING
BUSINESS FROM
COMPETITORS
AND KEEPING
CUSTOMERS
MUCH HAPPIER.

MOBILITY THAT PERFORMS

Increased
Productivity
for 2,800 Field
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The Results

Intermountain Express is leveraging the power of real-time tracking to increase fees, improve credibility, and expand its customer base. “Before Airclic, the perception was that we made too many mistakes,” said Droubay. But with their new capabilities, the company has actually taken customers away from its primary competitor. “We are more successful now by offering something the other guys can’t.”

Key benefits of the Airclic solution include:

- **Immediate cost savings** Faster time to locate shipments and determine the best route led to a savings of more than \$5,000 every month.
- **Proof of delivery** Accurate tracking of drivers and shipments led to disputes being settled easily and having the appropriate fees assessed.
- **Enhanced customer service** Real-time reporting and tracking means customers know exactly where their delivery is at any time.
- **Real-time tracking** Supervisors have visibility to their drivers at any point along a route and can manage driving and delivery requirements.

“What used to take hours now takes minutes. Through ‘trackability’ alone, we’re saving between \$5,000 and \$8,000 per month.”

John Droubay,
President and Owner,
Intermountain Express



Increase Your Performance with Airclic

Contact us at 1-866-707-CLIC (2542)
or visit www.airclic.com