



Sylectus and Omnitracs Integration



Leading expediter Load One integrates the latest technologies to automate operations, eliminate costs, and gain the competitive edge.

In today's business climate, providing excellent customer service and maximizing return on investment are critical to a trucking company's success. Load One™, LLC meets these requirements by integrating industry-leading technologies from Omnitracs and Sylectus software to run a more streamlined, cost-efficient, and customer-focused operation.

Load One: The future belongs to those who deliver

Load One operates 375 trucks out of Taylor, Michigan and provides complete transportation and logistics solutions for its customers. This expeditor serves 48 states and Canada with around-the-clock service for time-sensitive freight. Load One has been an Omnitracs customer since August 2008 and is leveraging the Mobile Computing Platform 200 (MCP200) in their fleets to take advantage of features such as in-cab scanning, on-board video training, and Wi-Fi capabilities. Load One's CEO, John Elliott, fully embraces new technologies to run a state-of-the-art, cost-effective operation. Load One's tagline, "The future belongs to those who deliver," reflects the company's commitment to providing customers with the best service.

"We are one of the five largest expeditors in the United States: Omnitracs and Sylectus are two major contributors to that fact. For us, integration is everything. The real return on investment is being able to integrate as much data as possible."

John Elliott, CEO, Load One



Situation

Carrier specializing in expedited shipping wants to use the best technology to run a more streamlined, cost efficient, and customer-focused operation.

Solution

Integrate Omnitracs transportation services with Sylectus software

Results

- Reduces time and resources by sending data back and forth seamlessly between carriers in the Sylectus Virtual Fleet network
- Minimizes administrative overhead and paper handling costs
- Automates trip-related communication between the driver and dispatch
- Reduces billing cycle by four days on average
- Provides near real-time visibility of Hours of Service data for drivers
- Automatically sends drivers turn-by-turn directions for work assignments

Omnitracs' solutions take
Sylectus' Virtual Fleet
network members to the
next level.

The Power of Integration

As the leader in web-based, dispatch software for smaller fleets, Sylectus collects and manages the just-in-time information carriers need in today's competitive environment. Their AlliancePro Dispatch brokerage and logistics software integrates with Omnitracs' industry-leading mobile computing platforms and applications, such as In-Cab Scanning, In-Cab Navigation, Hours of Service, and position tracking, to provide comprehensive fleet management solutions to Sylectus and Omnitracs customers.

"Sylectus has established trucking's most powerful network, but Sylectus and Omnitracs tools working together are even more valuable," says Sylectus Director of Sales, Kim Drouillard. "The power is in the integration."

Carriers in Sylectus' Virtual Fleet Use the Transportation Services to Share Data Seamlessly

The vision of the Sylectus Alliance's Virtual Fleet is unique: take a group of competing carriers that share similar business issues and enable them through the Sylectus software, to have access to a much larger pool of vehicles. Members of the Virtual Fleet (VF) are part of a large group of trucking companies that increase their revenue and offer shippers more services by working together to meet the needs of their respective customers. They make their own fleets available to other subscriber carriers so that their drivers keep moving more often with better paying loads.

Here's how the Virtual Fleet operates: If a carrier can't handle one of its customer's loads due to capacity, timing, or other issues, that carrier can find an available truck in the trusted trading network. Membership in the Virtual Fleet enables a company to grow its customer base and increase revenue without having to expand its fleet size.

Over 500 carriers are members of the Sylectus Virtual Fleet. For companies such as Load One, this membership has allowed them to say yes to their customers more often. Due to the trusted support network inherent within the Sylectus Alliance, members had a higher probability of surviving the latest recession. While facing the challenging economic environment, those carriers were able to leverage Sylectus Alliance resources.

For Load One and other carriers that are both members of Sylectus' Virtual Fleet and Omnitracs customers, the Virtual Fleet is even more powerful. These transportation services take Sylectus' Virtual Fleet Network to the next level. Fleets with Omnitracs systems simply push a button to send the information regarding a job directly to the other carrier equipped with an Omnitracs system. Carriers that use Omnitracs systems eliminate duplication of effort. They can seamlessly send data back and forth and both carriers can view the tracking and status details regarding the load.

In-Cab Scanning Streamlines Document and Workflow

Load One is one of the largest expeditors in the United States that has in-cab scanning capabilities in 100% of its fleet. This easy-to-use, advanced feature enables Load One to manage its internal and customer documentation as quickly and efficiently as the freight it moves. The In-Cab Scanning application and Sylectus' document imaging module remove layers of time and expense by allowing Load One drivers to scan and automatically file more than 35,000 pages a month.

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Once the driver scans a document, the Sylectus integrated document imaging module automatically indexes the document by job number. This process provides Load One with easy access to all paperwork related to a particular job. With this level of organization and integration, Load One tracks and moves documents through the accounting process and quickly and efficiently generates customer invoices and driver settlements. Using Wi-Fi or terrestrial modems, drivers bypass the time-consuming and costly option of sending paperwork via regular mail or truck stop shipping bundles. An electronic image of Proof of Delivery (POD) arrives at the shipper the same day as the actual delivery.

Load One has also found the in-cab scanning capability particularly beneficial for shipments that originate in one country and end in another. Border crossing can be difficult, requiring various export documents and paperwork needed for clearing loads through customs. In-cab Scanning can help expedite the border-crossing process.

Load One relies on seamless document integration from the truck, to the home office, to the shipper, with the Omnitracs In-Cab Scanning application and Sylectus' paperwork imaging module.

A driver scans a document using the In-Cab Scanning application without ever having to leave the cab. The Sylectus system automatically stores the scanned document and verifies the load number against the driver's load history. If the driver has accepted a load and is in the process of delivering it, the system indexes the paperwork to the appropriate invoice and marks it "Checked in," using the date and time the paperwork arrived from the Omnitracs system. (If the driver has not accepted the load, the system stores the paperwork so that billing can index it to the proper load.)

Load One has reduced its billing cycle by four days on average — and gets paid sooner.

Once the Sylectus software checks in and indexes the paperwork received from the In-Cab Scanning application, Load One can expedite billing, customer notification, and the driver pay process. For example, the system automatically sends Load One's customer an email that the paperwork has been checked in. The customer clicks the "hot-link" to view the paperwork. If the load is a Virtual Fleet load, the Virtual Fleet partner who gave Load One the job will automatically receive the documents (or vice-versa).

How Load One realizes the benefits of In-Cab Scanning integration:

- **Reduced administrative overhead.** Load One drivers simply scan their paperwork once, using the Omnitracs In-Cab Scanning application and it is automatically managed and routed by the Sylectus software. Instead of submitting the paperwork to the office, where office personnel can spend up to three days a week organizing and processing documents, the system emails the paperwork to the appropriate people and electronically stores it with the load assignment. The system automatically prints paperwork with invoices collated in sequence.
- **Reduced paper handling costs.** Load One no longer needs photocopies and lines of filing cabinets. Drivers scan everything including POD documentation, roadside expenses, receipts from break-downs and repairs, tickets incurred for driving violations, and customs and border-crossing documentation.
- **Improved cash flow.** Load One has reduced its billing cycle by four days on average. Paperwork is available within minutes rather than days. Load One provides proof of delivery and invoices more quickly to its customers than its competitors and gets paid sooner.



John Elliott, CEO, Load One

- **Elite customer service.** Load One's customers receive automatic emails when their paperwork is scanned and indexed. They have immediate access to view their documentation online via the Track and Trace software.

Track and Trace Automates Shipper Updates and Reduces Phone Calls

The integration of the Omnitracs and Sylectus systems automates trip-related communication between the driver and dispatch. For a company such as Load One, this automation eliminates up to 10,000 phone calls a week into the dispatch operations center. As these automated event updates arrive from the in-cab Omnitracs unit, they trigger emails to be delivered to key customer contacts associated with the trip. Within these emails, the customer can easily click on a "hot link" and go directly to the Track and Trace module and see all the details about the shipment.

The integration of the Omnitrac's and Sylectus systems automates trip related communication between the driver and dispatch. For Load One, this automation eliminates 10,000 phone calls a week.

Fleet Benefits of Track and Trace Integration:

- Track active loads, including truck positions, street-level mapping, and Bill of Lading data.
- View historical loads, including invoice review, imaged paperwork and trip information such as Bill of Lading and Proof of Delivery.
- Create orders that go directly into the order system.
- Get rate quote information for trips. The customer's sales people will receive an email indicating all the quote particulars (even if the customer does not save the quote).
- Perform available truck searches.

Manage Safety and Compliance with Hours of Service Integration

Hours of Service is Omnitrac's electronic on-board recording (EOBR) application that helps fleets monitor and manage compliance with the Federal Motor Carrier Safety Administration's (FMCSA) regulations on driving hours. With the introduction of the CSA scoring methodology, proactive monitoring and management of safety and regulatory compliance is even more critical to fleets. The integration of Hours of Service with Sylectus software provides users with near real-time visibility of a driver's status and report data.

For a company such as Load One, Sylectus' integration with Hours of Service allows a dispatcher to link to Omnitrac's portal to view a driver's compliance status. The system monitors the hours the driver has left and hours to the next stop. With this integration, Load One can plan more efficiently and make it easier for both the company and the driver to remain compliant with regulations and manage performance against CSA safety measurement scores.

"The advanced technology provided by Omnitrac's to monitor a driver's hours of service is impressive; by providing access to data from Hours of Service to a dispatcher in our Sylectus dispatch and logistics transportation management system, carriers can benefit from this valuable safety and compliance management tool."

Kim Drouillard, Director of Sales, Sylectus

Finding Your Way with Automated Turn-by-Turn Directions

The combination of the In-Cab Navigation application with Sylectus' dispatch software delivers additional value to fleets. For Load One, as soon as a work assignment has been entered into the Sylectus software, Omnitracs sends the information over its secure network directly to the In-Cab Navigation system. Turn-by-turn directions arrive on the driver's dashboard — providing the just-in-time information the driver needs for safe, expedited pick-up and delivery of a new shipment.

In addition, all of Load One's customers are identified with a four-letter code. Drivers simply enter the four-letter code into the Omnitracs GPS module (bypassing the time-consuming job of manual address entry), which automatically provides navigation for the driver.



Growing Two Businesses at Once

Carriers who leverage the power of the Sylectus and Omnitracs integration realize cost-saving, business enhancing, and customer-satisfaction benefits.

“We embrace technology at Load One,” says CEO John Elliott whose company has a reputation of being technologically savvy. “We are one of the five largest expeditors in the United States: Omnitracs and Sylectus are two major contributors to that fact. For us, integration is everything. The real return on investment is being able to integrate as much data as possible.”

In addition to growing his own business, Elliott wants to help his customers grow theirs. “I want our customers to know that we are using every tool out there to give them an edge over their competitors. Omnitracs and Sylectus provide my company with realtime data and a seamless system. They provide the Rolls Royce of integration.”

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Getting More from Your Technology Investment

The Omnitracs Alliance Program facilitates integration of Omnitracs solutions with other leading companies that provide complementary technologies and services. This program taps into the power of integration in order to best meet the needs of our shared customers.

We offer Omnitracs Professional Services to all sizes of fleets to help you utilize our applications and our partners' applications in the most efficient way. Our assessment, integration, custom development and programming, training, business intelligence, and predictive modeling services deliver practical solutions. This critical information increases your productivity and efficiency, so you can both grow and differentiate your business.

The Omnitracs Services Portal provides access to a suite of web-based fleet management applications, including satellite mapping. Data from the Services Portal can be integrated into your existing enterprise systems.

About Omnitracs, LLC

Omnitracs, LLC is a global pioneer of fleet management, routing and predictive analytics solutions for private and for-hire fleets. Omnitracs' nearly 1,000 employees deliver software-as-a-service-based solutions to help more than 50,000 private and for-hire fleet customers manage nearly 1,500,000 mobile assets in more than 70 countries. The company pioneered the use of commercial vehicle telematics over 25 years ago and serves today as a powerhouse of innovative, intuitive technologies. Omnitracs transforms the transportation industry through technology and insight, featuring best-in-class solutions for compliance, safety and security, productivity, telematics and tracking, transportation management (TMS), planning and delivery, data and analytics, and professional services.

Learn how you can use our applications, platforms, and services to reduce costs, increase profitability, and stay competitive. Visit www.omnitracs.com and let us show you how you can save time and money.



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