

Improving the move with Final Mile

A unique storage and moving company improves accuracy and arrival times with Infios's Final Mile routing and visibility

Antiquated technology hindered timestamp accuracy, on-time arrival, and operational visibility

A unique storage and moving company manages a fleet of more than 200,000 containers in 160 markets across North America, Australia, and the United Kingdom. With a track record of over 2 million moves in its 25-year history, the company prioritizes a door-to-door customer experience, offering flexible scheduling and serving destinations that vary widely from homes and businesses to storage centers and drop yards.

However, the company faced challenges in its third-party routing technology that led to inaccuracies in driver route planning, service times, and estimated arrival times (ETAs). Timestamps for driver activities were correct less than 60% of the time, hurting invoicing in the process. Meanwhile, local managers and corporate leadership lacked visibility into the practices that affected ETAs and elevated service times. Costs climbed while customer satisfaction dropped.

To address these issues, the company embarked on a comprehensive review process involving input from internal stakeholders, executives, and board members. After researching and evaluating several solution providers, the company selected Infios with the endorsement of an internal advocate with positive experiences using the platform in previous roles.

At a glance

Challenge

Storage and moving company with 160 international locations and a fleet of 200,000 containers struggled with accurate route planning, driver service times, and ETAs. As a result, costs climbed while customer satisfaction dropped.

Solution

Infios Final Mile underpinned a custom-built solution that enhanced dispatching, provided a top-tier driver mobile application, and delivered operational visibility through data analysis that revealed broader improvement opportunities.

Results

The customer improved driver timestamp accuracy from 60% to above 97% and identified procedural errors that improved on-time arrival times when corrected with training. Further, data-based pre-routing decisions supported a better understanding of areas where more capacity and customer jobs could be added.



Customizing and implementing a solution for success

With atypical pick-up and delivery operations, this moving company needed a custom-built solution based on the Infios Final Mile technology. Design and implementation became a top priority, and the company's leadership aligned to provide clear goals and communicate plans across the organization.

Meanwhile, Infios's product team adopted a three-in-a-box model combining the focused efforts of a project manager, information technology leader, and a business leader from the organization. The project manager kept activities on track. The IT lead learned how the solution could be applied in the field to improve technical design. Finally, the business lead, a subject matter expert in routing, defined what needed to be done for the installation to be successful for end users. With this unit's outputs, the Infios team tailored innovative designs for the company's unique needs.

Throughout the process, Infios leadership worked closely with the company's executive steering committee to address challenges. Additional resources supported integration, testing, communications, and organizational change management. Operations, sales, and service teams dedicated efforts toward reviewing solution requirements and testing the product.

Once the Infios Final Mile solution was designed and implemented, part-time in-person training familiarized sales and service teams with new processes and tools. Continuous collaboration between Infios and this new customer solidified the partnership to achieve targeted outcomes and drive future success.



More accurate timestamps improved billing processes, greater operational awareness created additional capacity for customer jobs, and on-time deliveries increased customer satisfaction significantly.

Modernizing technology to move the outcome needle

Infios Final Mile helped this storage and moving company achieve important goals across the organization. The modern routing platform enhanced dispatching functions, while the driver mobile application elevated to top-tier status. With improved data analytics the company gained greater operational visibility to drive broader positive changes.

As a result, more accurate timestamps improved billing processes, greater operational awareness created additional capacity for customer jobs, and on-time deliveries increased customer satisfaction significantly. Infios Final Mile likely facilitates more improvement opportunities in the future as well.



Enhanced accuracy: Establishing a systematic approach for on-time arrival based on information drawn from the Infios Final Mile mobile application, the company improved driver timestamp accuracy to nearly 89%. Beyond that, data analysis revealed internal process gaps that, when remedied, improved timestamp accuracy to above 97%.

Improved operational awareness: Utilizing data analytics to identify and improve Key Performance Indicator (KPI) metrics allows the company to evaluate performance at scale and in-depth. Instead of relying on assumptions or anecdotal evidence, leaders target improvement activities based on collected evidence. For instance, a data-driven focus on markets and drivers improves on-time arrival and delivery metrics by regulating standard operating procedures where needed. Likewise, market managers making data-based pre-routing decisions facilitate a better understanding of areas where more capacity and customer jobs can be added in a single day.

Future opportunities: Data extracted across all Final Mile activities will support closer examination of drivers' start times, travel time, route tracking, and time spent at each stop, as well as ETA changes occurring overnight and missed ETA communications. This information enables improvements to drivers' standard work processes. When the organization addresses training gaps or errors that drive up costly driver time and truck usage, additional bottom-line savings can be achieved.

Now, with a partnership strengthened through collaboration and modern operational solutions built on Infios's powerful Final Mile technology, this customer is moving into the future with a foundation for better profit and customer experience.

ABOUT INFIOS

Infios provides powerful transportation management solutions proven to be a competitive advantage for today's most successful shippers, 3PLs, freight forwarders, brokers, and carriers.

Through the continued release of innovative, results-driven technology and a commitment to making customers successful, Infios delivers exceptional value for TMS users through improved productivity and operational efficiency.

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