

# Overhaul prevents cargo theft, provides 4x ROI in one season

## The Challenge

Microsoft wanted to improve visibility across its award-winning supply chain. More than that, Microsoft wanted to find a way to take action, in real-time, when the visibility of a shipment also raised a security threat.

## Overhaul's Solution

Microsoft needed more than a window into its logistics operations. So, they turned to Overhaul. As an early partner and influencer in Overhaul's solutions, the Overhaul and Microsoft teams partnered up to solve Microsoft's unique problems with a powerful combination of technology and managed services.

When Microsoft began using Overhaul's Visibility and Risk solutions, the Microsoft team worked with Overhaul to not only draw new boundaries around 'possible', but to also simultaneously reinvest in their existing solutions.

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The best way to mitigate the possibility of a theft and the impact to customers, is to be prepared with the right visibility and tools in place, such as Overhaul's solutions and technology that enable track and trace of every cargo on the road and to act when it is needed. The partnership with Overhaul has been a game changer in reducing and mitigating risk for Microsoft.

- Luiz Da Costa, Senior Director,  
Global Logistics, Microsoft

## Impact

### Saved \$8M in At-Risk Loads

Visibility alone gave Microsoft a window into its logistics operation. However, with growing cargo theft rates and thieves focused on high-value consumer electronics, the team needed more than just dots on a map. Visibility provided ETAs, but it didn't stop their products from vanishing from trucks. Since the partnership began, Overhaul has saved Microsoft \$8M in at-risk loads through a combination of technology and intelligence.

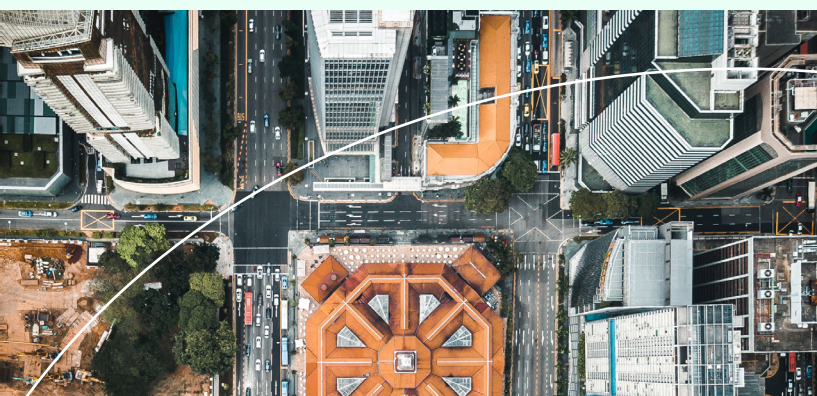
### 4X ROI within First Peak Shipping Season

Overhaul is not just a security partner for Microsoft, we are their engine feeding visibility into their SAP and TMS environment. By adding Overhaul with existing solutions, the Microsoft team eliminates information silos and improves transparency into their supply chain by feeding real-time location data that aids in ETA analysis as well as avoidance of late deliveries and customer service disruption.

Overhaul has quickly adapted to a large increase in shipments monitored in a short period time and provided 400% ROI within the first peak of shipping season.

### Double Digit Increases in Carrier Compliance

Overhaul feeds the data and analytics to the Microsoft and carrier management teams. Additionally this data is used qualitatively to conduct carrier monthly business reviews. Impacts are more than incremental including logistics efficiency gains and carrier compliance. One of their carrier's compliance scores grew from 72% in Q4 21 - to 92% in Q2 22.





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## Why Overhaul Wins

### Our Centuries of Supply Chain Experience

- At Overhaul, we're technologists. But before that, we were supply chain practitioners. We've cut airway bills, trained logistics service providers in best practices, owned and operated motor carriers, and underwritten \$1B books of insurance. Together with our early customers, like Microsoft, we built our 2,400+ years of experience and their best-in-class requirements into one easy-to-use platform.

### We're Data and Device Agnostic

- Our platform takes on whatever form of data Microsoft can provide. And then we go further. Our expert team sources and manages the best devices for Microsoft's use case, so we never miss a ping.

### Our Incredible Implementation & Customer Service

- Imagine software that you can set up in days, not months. Overhaul's average Time to Value is just 14 days. That means it takes only two weeks to start tracking the first shipment and start making improvements to your lanes and your life.

### One-of-a-Kind Human-in-the-Loop Intelligence

- When Overhaul calls, our security partners pick up. At least, that's what our friends at TAPA say. Our software does the heavy lifting in flagging non-conformances that are likely to lead to a damage or theft. However, it's our team of expert users who then step in to stop events in their tracks, using their knowledge of Microsoft's SOPs and lanes combined with our partnership with law enforcement and security officials.

To learn more, contact [sales@over-haul.com](mailto:sales@over-haul.com)

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