40 Sites in Two Weeks: How a Global LSP Accelerated Onboarding and Built Strong Customer Trust

Challenge

A global logistics service provider faced FTL thefts in their network, causing loss of cargo and risking customer relationships. Even though they had established driver protocols, they lacked a method to verify if drivers comprehended the guidelines or if they were even informed about them. The bigger hurdle was figuring out the appropriate course of action upon confirming a theft. They recognized the necessity for a prompt and effective solution that could safeguard their cargo during transit and, above all, provide customers with reassurance.

By prioritizing their customers' needs and striving to offer top-notch service, they decided to team up with Overhaul. They had already collaborated with some of their clients who had implemented Overhaul's in-transit risk prevention program, and were confident that this would be an effective solution to bring to other customer operations.

Solution

Quick Implementation and Fast Time to Value

Overhaul acted promptly with the customer to establish an onboarding and training program. The program would be implemented across 40 US locations within two weeks. Overhaul's Shipment Connect app enabled this swift process. The app allows customers to promptly create new sites and efficiently handle ad-hoc shipments on the go.

After analyzing shipment volume at distribution centers, Overhaul deployed IoT devices and reverse logistics shipping supplies widely across their network. To ensure their staff were quickly trained, our team organized both virtual and in-person training sessions at each site. Through our user-friendly Shipment Connect app, the staff was able to learn how to easily connect IoT trackers to shipments, which could then be tracked and monitored seamlessly on Overhaul's platform.

Streamlined Security Procedures

Shipment Connect has a feature that enables users to record a digital driver safety protocol checklist and obtain the driver's signature. This feature allowed our customer to hold their carrier network accountable in cases where guidelines were not followed. Additionally, the customer can use Shipment Connect to take photos of drivers, driver's licenses, and vehicle identifiers for added security. These measures are crucial in protecting our customers' shipments, aiding law enforcement in recovering stolen cargo if necessary and preventing fictitious pickups.

Impact

Exceeded Customer Service Expectations

Our customer now had real-time visibility into their high-value shipments and the ability to extend that visibility to their customers. This was a drastic change from when they had to rely on their service providers to get updates or navigate multiple platforms to give their customers the needed information.

Improved Network Performance

Additionally, they were making progress toward obtaining valuable insights into the performance of their carrier network. By utilizing IoT devices, platform logic, and pre-determined workflows, they now possessed the capability to detect areas where carrier compliance was insufficient and identify breaches in contract agreements. Since implementing the program, they have observed a 27% enhancement in in-transit compliance and a 47% improvement in overall program compliance.

Risk Mitigation and Theft Prevention

Our customer has experienced the advantages of our advanced technology, human-in-the-loop intervention, and over a century of our combined logistics risk management and law enforcement experience since teaming up with Overhaul. They have witnessed the effectiveness of Overhaul's security program with access to insights that allow them to identify and avoid preventable but prevalent scenarios such as double-loading.

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> From implementation of their cargo security program, to their ongoing support to evolve our cargo security prgram in Mexico, Overhaul continues to be a great partner to our org.
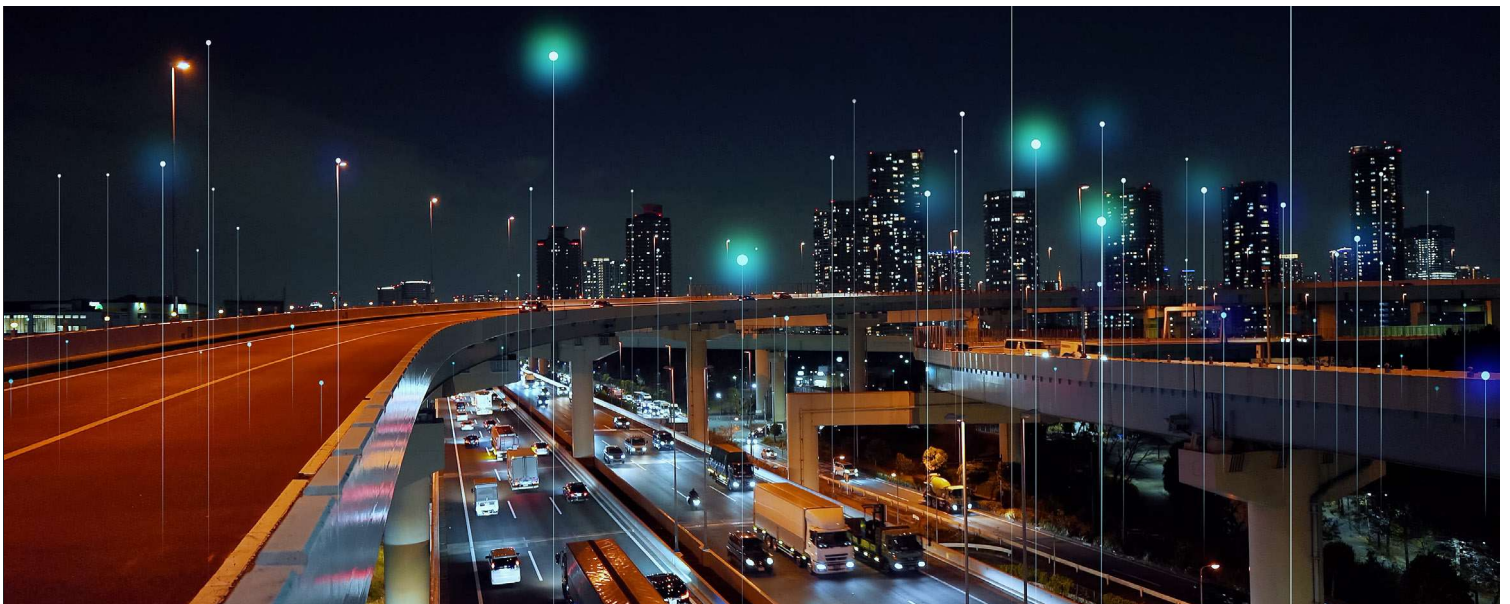>
> — Director of Supply Chain, Retail Customer

40
Sites onboarded in two weeks

91%
Total program compliance achieved & maintained

92%
In-transit compliance achieved & maintained

To learn more, contact sales@over-haul.com

Why Overhaul Wins

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 2,900+ years of experience and their best-in-class requirements into one easy-to-use platform.

We're Data & Device Agnostic

Our platform takes on whatever form of data the customer can provide. And then we go further. Our expert team sources and manages the best devices for their 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 technology does the heavy lifting in alerting the customer's team to non-conformances that are likely to lead to a damage or theft. Then, our relationships with law enforcement and security officials close the loop.

To learn more, contact sales@over-haul.com