



Integrated Solutions for Container Trucking Operations from Profit Tools® and QUALCOMM

Challenge

DNJ Transportation is an intermodal, LTL, and truckload carrier that provides service to customers in six Midwestern states. As DNJ Transportation executives saw their business grow, they faced increasing challenges to maintain the service levels customers expect while ensuring that productivity and operational efficiency didn't decline and hurt profit margins. DNJ Transportation vice president Joseph R. Tovo, III states, "We had very inefficient processes in place for communicating critical information between drivers on the road, dispatchers in our offices, and our customers."

Solution

To address these challenges, DNJ Transportation turned to QUALCOMM and Profit Tools to deliver an integrated solution that could provide highly accurate and efficient communications between its fleet, office, and customers. "Most importantly," says Mr. Tovo, "we needed to ensure that drivers would always have accurate pick-up information to help prevent delays at the terminal and reduce driver-dispatcher phone time."

QUALCOMM and Profit Tools worked with DNJ Transportation to analyze their current operations and identify opportunities to increase communications efficiency and accuracy, provide drivers with complete route information and reference numbers in advance, and provide DNJ customers with up-to-the-minute shipment status information.

Results

The integrated solution implemented by QUALCOMM and Profit Tools helped improve DNJ operations by increasing the accuracy of communications between drivers and dispatchers, increasing driver productivity, improving driver retention, and enhancing customer satisfaction. Below are just some of the changes and improvements identified by DNJ:

- Detailed order and route information is sent to drivers automatically without re-keying, which helps save time and improve accuracy
- Dispatchers spend less time on the phone with drivers relaying information and more time planning and problem-solving
- Arrival and departure times and other information from the field is updated directly within the dispatch system using time- & GPS-stamped messages
- Driver pickup confirmations automatically start the free time clock on outgated containers, with automatic calculation of Last Free Date based on line and equipment type

CUSTOMER PROFILE

DNJ Transportation, Chicago, IL

6-state Intermodal, LTL, TL service

102 company owned trucks

70 equipped with QUALCOMM OmniExpress®

User of Profit Tools Dispatch, Rating, Billing, Settlements, E-Mail Notifications, EDI, Imaging, and QUALCOMM Interface

- Drivers update container, trailer, and chassis numbers in the dispatch system when equipment is not known in advance, such as empty pickups for exports and chassis pickups
- Drivers may request directions from the system on-demand and store it in the on-board unit for convenient access if needed later
- Arrival and departure confirmations are automatically relayed to DNJ customers using Profit Tools E-mail Notifications, EDI, or LiveLoad.net™ web tracking
- Current truck position data is used to calculate ETA at the next assigned stop on a dispatched load

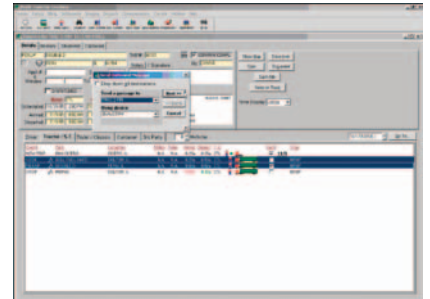
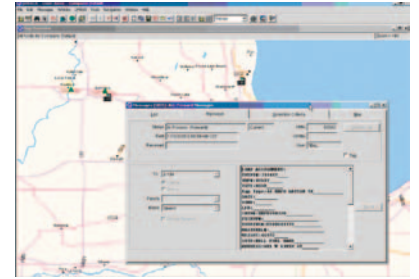
"After implementing the integrated solution from Profit Tools and QUALCOMM," continued Mr. Tovo, "we've increased our productivity and improved the level of service provided to our customers. The order and routing information our drivers get is nearly 100% accurate, which significantly reduces the level of frustration we previously experienced on the road and in the dispatch office. Customers appreciate the updated position reports and notifications of pickup and delivery on their shipments – all automatically generated from the QUALCOMM and Profit Tools system."

"One thing most people don't realize about mobile communications today is how quickly it pays for itself. This is not a long-term investment. We paid for our investment in the hardware and integration with Profit Tools in less than three months. We've gained over three hours of productivity per driver per week, and reduced our communication costs by 30%."

The Bottom Line

Profit Tools knows your business, and with that knowledge has developed software solutions that provide intermodal trucking companies the right tools to achieve success. Profit Tools software handles all aspects of trucking operations from order entry through dispatch, rating, billing, and settlements, and is specifically designed for the needs of intermodal and multimode operations.

QUALCOMM is a leading developer of mobile communications solutions for the transportation and logistics industry. Through its partnership with Profit Tools, QUALCOMM is committed to providing container operations with a new way of communicating and a new way of doing business. Together, QUALCOMM and Profit Tools can guide you through every aspect of achieving greater profitability.



Looking to improve your bottom line?

**Start with an integrated solution from Profit Tools and QUALCOMM.
Contact us today for more information.**



We make wireless work for business

For more information visit
www.qualcomm.com/qwbs or
 call us at 1-800-348-7227.



www.ProfitTools.net
 (603) 659-3822