

LoadTrak

...a SaskTel service

“LoadTrak™ service has cut our phone calls in half and saved us valuable time and money.”

- Tom Fulton, Dispatcher, Tri-Cal Ltd.

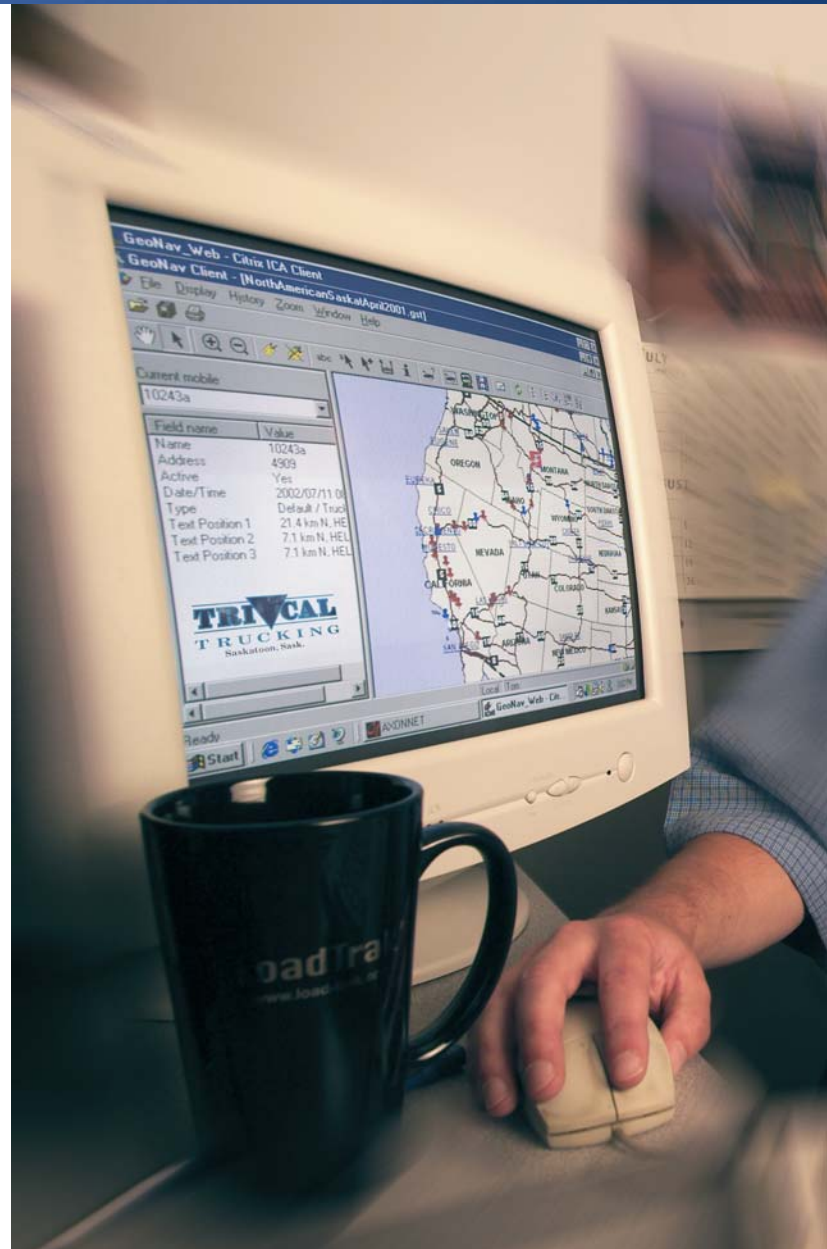
BACKGROUND

Tom Fulton works as a dispatcher with Tri-Cal Ltd., a trucking company running approximately 125 units out of Saskatoon, Calgary and Brandon. “We haul meat, peat moss, paper and other commodities to destinations in the southwestern United States and return with produce.” Tom is responsible for maintaining communication with the drivers, ensuring everyone is on time and safe.

CHALLENGE

“Before we had LoadTrak service, drivers had to take time out of their schedule every day just to inform us of their location and status, even if there were no problems. With anywhere from 60 to 100 drivers calling in each day, too much valuable time was being spent on check-in calls from drivers. We needed a system that would increase productivity and reduce downtime.”

Tri-Cal Ltd.



Tri-Cal Ltd.

SaskTel 

LoadTrak

SOLUTION

Has the *LoadTrak* solution reduced phone calls and helped free up time for drivers and office staff

LoadTrak service has cut our phone calls in half and saved us valuable time and money. It's created time during the day for us to do our main jobs. Drivers can also instantly send and receive messages about pick-up numbers, product and shed numbers, status and location while they're on the go. It's quick and simple and no one needs to write a thing down because we can mark messages unread and get back to them later.

Has *LoadTrak* service helped you to reduce operating costs?

Yes, because of *LoadTrak* service we need less people in the office; we also use it to send drivers a list of fuel prices so they know the cheapest places to fill up.

Has the *LoadTrak* solution helped you provide better customer service?

Because the *LoadTrak* solution identifies incoming loads in the morning, we can tell our customers exactly when the driver will be at their doorstep.

Does the *LoadTrak* solution help with safety?

It's nice to have instant access and know if one of the drivers is injured, can't get to a phone, has problems, or is on the side of the road. It's always good to know exactly where the driver is.

Is the *LoadTrak* solution convenient?

LoadTrak service gives us greater accessibility. I don't have to be at the office to get in contact with the drivers. I can be at home and just use my password.

How do your drivers feel about the *LoadTrak* solution?

The drivers soon discovered that the *LoadTrak* service saves them the time and the money they used to spend on phone calls - now they all enjoy having it.

The *LoadTrak* Advantage

Backed by a financially stable service provider and hosted by a world-class data centre, the *LoadTrak* solution can be counted on. With access to real-time and historical data from any Internet connection in the world, **information** is as close as you need it to be. With 1xRTT and satellite network options, you can track your fleet in the heart of a city or in remote locations. Plus, the *LoadTrak* solution is available through a national distribution channel – so no matter where you are, the ***LoadTrak* solution is there for you.**

For further information, visit
www.loadtrak.com