



DistTech

Founded in 1932 as Manfredi Motor Transit, DistTech is a dedicated and common carrier providing logistic services, primarily for liquid bulk commodities. DistTech combines a modern, secure fleet with the very latest technology to offer its customers value-added services such as near real-time satellite tracking and communication, electronic load tendering, secure bulk transportation, and computerized dispatch. The company's success is driven by its dedication to customer service and belief in creating a true strategic partnership with its customers. Technology continues to be at the core of that partnership, and a key tactic in its re-branding strategy.

A Technology Solution for Strategic Partners

John Hazenfield, DistTech's senior vice president and chief technology officer, says the company views technology as a way to improve the business process and make life better for employees and customers. "I work directly with our drivers, dispatchers, and our customers, and my primary goal is to make everyone's job easier with technology," said Hazenfield. About 10 years ago, after a thorough pilot project involving QUALCOMM and other solution providers, DistTech chose QUALCOMM's OmniTRACS mobile communication system. Hazenfield says the benefits remain clear for both DistTech and its customers. "OmniTRACS provides complete visibility into the transportation and logistics process – for the driver, the dispatcher, administrators, and most importantly, our customers. We instantly know when an order was received, dispatched, and delivered, and we can provide that information to our customers from beginning to end. With QUALCOMM and our dispatch partner TMW, we're able to quickly verify that accurate information is in our system."



Situation

- ▶ Leading dedicated and common carrier for liquid bulk commodities looking for a technology solution that would create efficiencies, enhance visibility, and improve productivity for drivers, dispatchers, and others across the enterprise.

Solution

- ▶ OmniTRACS® mobile communications system from QUALCOMM

Results

- ▶ Instant visibility of cargo status directly between DistTech and their end customers
- ▶ Improved cash flow by shortening billing cycle by approximately five days
- ▶ Increased driver satisfaction and productivity
- ▶ Reduced reporting errors

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Improving Cash Flow by Reducing Billing Cycles

Mike Maloney is DistTech's program manager, responsible for dedicated fleet operations with its customer, Degussa Corporation. DistTech runs approximately 13,000 loads and 50,000 deliveries per year for Degussa, and Maloney says the volume of business has increased 5-10 percent each year. DistTech and Degussa came to QUALCOMM looking to shorten the billing cycle for Degussa. "Before OmniTRACS, it would take four to six days to document a shipment and bill the customer. Now, 90 percent of our deliveries are billed within 36 hours. With the volume of business we do with Degussa, cutting five or six days off the billing cycle has a huge impact." Hazenfield concurs, and says improving the billing time is essential to their business operations. "With QUALCOMM, when the driver delivers a load, even if it's a thousand miles away, the driver immediately updates the delivery time from his truck. That goes directly to billing and we can bill those customers within the same day. No more waiting for paperwork to catch up before generating the invoice, and that directly impacts our cash flow. All companies live and die on their cash flow. You can be very profitable but if you don't have good cash flow, you cannot survive in this business."

Ultimately, the benefits of the strategic partnership between DistTech and Degussa go beyond billing. John Casto, Degussa's distribution center manager, says DistTech provides vital support throughout their entire transportation process, from dispatch to delivery. "Although DistTech is entirely transparent to our end-customers, those customers are the ones who ultimately benefit from our partnership with DistTech."

Increasing Productivity, Driver Satisfaction, and Customer Service

Hazenfield says OmniTRACS has greatly improved driver efficiency and productivity. "Once the load is picked up, the driver has all the instructions and controls the flow of information to dispatch and billing. We've all but eliminated the calls between drivers and dispatchers, and our dispatchers spend less time trying to update load status and more time working on planning and customer orders." Hazenfield notes that with a wide variety of driver demographics, experience, and skill levels, it's important that the technology be easy to use. "OmniTRACS has also increased driver satisfaction because we've helped them save time, become more efficient, and even eliminate some tasks, like fuel mileage logs. The driver's truck is his office and we've helped him organize his office." It all comes down to customer service. "Our customers can access all their information right on the Web, so they benefit from the flow of information directly from the truck as well."

Setting the Stage for Future Technology Innovation

Hazenfield says DistTech selected QUALCOMM as a strategic partner because they had experience in the marketplace, secure technology with backup systems in place, and will be there as DistTech grows and evolves. "QUALCOMM has been with us every step of the way. Just as we consult with our customers to learn their needs, QUALCOMM has done the same with us. And we are already working with QUALCOMM on some new and exciting innovations that will take us, and the industry, to the next level."



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Program Manager
DistTech

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