

“ Thanks to GPS TimeTrack™, we are able to service more customers each day faster than ever before. We now know where our drivers are and what they are doing throughout the day, which leads to more efficient and effective field operations. Using Xora will save us about \$60,000 this year.”

— Mike Opie, owner at Big Wet

Big Wet™



Spotlight

- ▶ Improved customer service
- ▶ More efficient routing and dispatching of field staff
- ▶ Reduced costs associated with field operations
- ▶ Improved accountability for field staff

Background

Big Wet distributes spring water to commercial and residential customers in Victoria, Australia. Their natural spring water is drawn directly from a granite spring located in an isolated Victorian valley, and is said to be some of the purest water in the world.

Results

Routing and dispatching have been substantially improved, as has driver accountability. Prior to implementing GPS TimeTrack, orders were placed one day and filled the next. Now orders are delivered on the day they are placed, and drivers are working more efficiently.

Challenge

To reduce the time it takes for the company to fulfill orders once they are placed, and maximize driver productivity.

Solution

Big Wet is using GPS TimeTrack to dispatch drivers as new orders come in. Upon receiving a customer order, the Big Wet operations managers use web-based maps generated by GPS TimeTrack to locate all of the company's drivers. He then dispatches the driver who is nearest to the customer to make the delivery.

With Xora, Big Wet is able to complete more orders in a given time period, eliminating the need to hire an additional delivery driver. This will save the company approximately \$60,000 this year. Also, the quicker turn around on fulfilling orders has significantly improved customer service and satisfaction.