

“ Xora TimeTrack™ will help us reduce overtime expenses by more than \$185,000 this year. Even after we take into account the cost of the phones and Xora service, we will still save well over \$130,000. I can't say that about any other product or service I am using. ”

— Jon Bujuklian, Warehouse Distribution Manager

## Butler-Johnson Corporation



### Benefits

- ▶ ROI of \$130,000 per year
- ▶ Increased ability to manage worker activity and payroll
- ▶ Improve customer service by providing accurate arrival times

### Challenge

Increase already high customer service levels, more accurately calculate payroll and improve safety.

### Situation

Butler-Johnson Corporation is a distributor of flooring and surfacing products to more than 5,000 retail establishments, fabricators and installers. As a warehouse distribution manager, Jon Bujuklian (otherwise known as "JB") is responsible for supervising the activities of 20 delivery drivers. During the day, JB kept in contact with his drivers using cell phones when necessary, but he didn't know the activities and locations his drivers on a consistent basis.

### Solution

Seeking to continue a longstanding company tradition for providing excellent customer service, JB selected the Xora TimeTrack service. Now JB knows where his drivers are at all times.

"When a customer calls with a question about the status of their delivery, I can use the Xora service to pull up a map that displays the location of each of my drivers in real-time," says JB. "Within minutes I can tell the customer the precise location of their shipment and make a credible prediction as to when it will arrive."

"Sure, we looked at those location-based services that use devices which are hard-mounted to the vehicle, but they were too expensive. Xora TimeTrack costs much less than competitive products," notes JB.

Since implementing Xora TimeTrack in the spring of 2003, Butler-Johnson has improved service to customers and increased the accuracy of its payroll calculations. With Xora, JB knows the exact time his drivers started and finished their work each day. Before using TimeTrack, JB's drivers were putting in at least 30 hours of overtime for each two-week work period.

Since then, total overtime hours have been cut in half.

### Results

- ▶ Butler-Johnson is on pace to save more than \$185,000 in overtime expenses in the next year
- ▶ More accurate arrival times improve customer service