

“ What used to be a problem - knowing the location of drivers - is now a strategic advantage for Collegeboxes, thanks to Xora. Technology is a good thing, but it can also be a hindrance. Any changes to our service really have to make sense; they have to add efficiency. Since implementing Xora, driver reliability has been phenomenal and business operations have never been smoother. ”

— Scott Neuberger, CEO of Collegeboxes



Benefits

- ▶ Management can better manage their staffs with real-time information
- ▶ Customers are satisfied because they know exactly when the mover will arrive

mainly for security purposes. Campus moves are further complicated by travel plans, such as a student's need to catch a plane or bus at a specific time. The ability to provide real-time schedules to students will allow them to better plan their moves.

up. This reduces a four-hour window to 30-45 minutes.”

Collegeboxes has taken the service a step forward by sending mover location data generated by Xora to the cell phones of its students. This way, customers don't even have to be home to receive an update.

Challenge

Provide real-time information from the field to customers, so that they can better plan their move.

Solution

In early 2005, Collegeboxes deployed Xora TimeTrack™ to track and manage its mover staff. Each of a dozen moving companies was provided with at least one Java-enabled phone with the Xora software and a subscription to a Data Access plan. Collegeboxes office personnel now have access to web-based maps and reports that show the status of movers throughout the day.

"Before Xora, we had to call the operations person at the moving company, who then placed a call to the driver. Sometimes it took up to 30 minutes to report back to the customer, which was way too long," said Josh Kowitt, vice president of Collegeboxes. "With Xora, we are able to give our student customers real-time information as far as when they can expect our movers to show

Results

- ▶ Reduced customer wait time by 80%
- ▶ Decreased overall call center expenses by 20% (over \$13,000 in savings) by reducing the redeliveries and escalations
- ▶ Reduced customer calls by 15% of the 7,000 customers serviced in 2005 -- more satisfied customers
- ▶ Increased on-time pick-ups and deliveries by 20%

Situation

Collegeboxes, a large provider of shipping and storage solutions to colleges and universities services more than 6,000 students from 35 schools. The company manages the entire student-move supply chain, from order through fulfillment, while the actual moving services are subcontracted to local vendors. Unlike traditional, residential or commercial moving, most on-campus housing programs have strict rules for getting students in and out of dormitories at the beginning and end of each semester,