

“ By carefully reviewing pick-up and delivery activities for bottlenecks, we can improve the efficiency of our operations dramatically. Xora TimeTrack™ is the key to this process. The potential revenue gains from the use of the Xora solution are staggering. We're achieving the goal of one additional truck turn per day with one-third of our fleet in just three months this year. ”

— Bill Snyder, Market Distribution Manager at Stock Building Supply



Benefits

- ▶ Drivers spend less time at pick-up and drop-off sites, which increases efficiency
- ▶ Stock Building Supply uses job data generated by TimeTrack to improve the process of routing drivers and assigning new pick-ups or deliveries
- ▶ Clearer visibility to workforce

operate 50 trucks, with each driver completing four routes per day. The drivers transport construction materials, including lumber, windows, doors, roofing and siding material, to residential home builders at their job sites.

Solution

Stock Building Supply deployed Xora TimeTrack and each driver carries a Java-enabled phone during the work-day. Drivers use TimeTrack to record "travel start" and "travel end" information, as well as "job start" and "job end" data. All of this information is sent across a wireless network. Back in the office, Bill and his team have access to web-based reports that show the status of drivers in real-time, and maps that detail the locations of drivers throughout the day.

Bill analyzes the driver data on a daily basis, while searching for potential bottlenecks in the process. Among other things, he is looking for how long trucks are in the yard, how long they are at a particular job site, travel time from one

customer to another, and how long it takes for trucks to re-load. While Bill primarily looks for driver inefficiencies, he is also focused on how to avoid factors outside the control of his drivers, such as traffic and weather conditions, or when a driver has to wait at a job site for another subcontractor to complete his delivery.

Stock Building Supply is redesigning its dispatch and delivery processes based on the data generated by the Xora TimeTrack workforce management solution. At the beginning of 2005, Bill's end of year goal was to add one more "truck turn" per day per truck.

Results

- ▶ In just three months, Stock Building Supply was achieving the goal of one additional truck turn per day with one-third of their fleet. When the goal is reached for the entire fleet, fifty additional truck loads per day works out to \$1,300,000 in additional revenue per week or \$65 million per year.

Challenge

Improve the process of routing drivers and assigning new pick-ups or deliveries.

Situation

Stock Building Supply is a large supplier of building materials to professional home builders with over 200 locations and 2004 fiscal year sales of \$4.68 billion.

Bill Snyder, Market Distribution Manager at Stock Building Supply manages operations for 5 stores. Bill manages 70 drivers who