



# CUSTOMER SUCCESS

How a building marketing company located in the North East streamlined operations and boosted delivery efficiency with DQT Solutions.

## WHAT BUSINESS CHALLENGES DROVE THE SEARCH FOR A SOLUTION?

We were looking for an all-in-one solution that offered:

- GPS with turn-by-turn navigation
- Maintenance alerts and vehicle-specific tracking
- Historical tracking data
- Fully integrated dispatch and scheduling
- ERP system integration

## WHAT BENEFITS HAVE BEEN REALIZED WITH DQT'S SOLUTIONS?

### Optimizing Logistics Operations

As a building supply distributor, logistics efficiency is critical to our success. Since adopting DQT's ODTview dispatch software, we've seen a significant transformation in our shipping operations.

The platform's intuitive interface and robust functionality have streamlined our dispatch process, resulting in more timely deliveries and lower operational costs.

## ABOUT CUSTOMER

- **8 Locations** throughout New England
- **70 Trucks** including box trucks, tractor trailers, flatbeds, and boom trucks

## MARKETS SERVED

- Commercial Building
- Products Acoustical Ceiling
- Systems
- Drywall
- Insulation
- And More

## DQT SOLUTIONS USED

- GPS Tracking
- ELD—Electronic Driver Logs
- Asset Management
- DQT Summary Dashboards
- ODTmobile—Electronic Proof of Delivery Photo Capture



**“DQT’S DISPATCH SOFTWARE HAS STREAMLINED OUR LOGISTICS, OPTIMIZED ROUTE PLANNING, IMPROVED TEAM COMMUNICATION, AND ENHANCED CUSTOMER VISIBILITY, ULTIMATELY BOOSTING EFFICIENCY AND GIVING US A COMPETITIVE EDGE.”**

### **STREAMLINED ROUTE PLANNING**

Our dispatchers appreciate the ease of mapping all their routes and being able to optimize them using the ODTview dispatch software. The drag-and-drop style of the dispatch grid makes it easy to reconfigure routes as the demands of the day change.

### **ENHANCED COMMUNICATION AND VISIBILITY**

Our sales team values the real-time updates and GPS data, which have significantly improved their access to trucking information and increased customer visibility. The ability to track shipments and communicate seamlessly with our team has enhanced our customer service, leading to higher satisfaction rates.

### **UNEXPECTED ROI**

Overall, ODTview dispatch software has been a game-changer for our business, helping us maintain a competitive edge in the industry. We recommend it to any distributor looking to optimize their logistics and boost efficiency.

