

## Our Client

Our client base consisted of several Freight Forwarders who were consistently requesting updates surrounding pick-ups and delivery statuses. They were seeking better proactive communication and updates that would allow them to stay ahead of issues.

“I wouldn't want to lose sight of the great support and communication provided by your team. We have seen the automated communication add value and your drivers have been where they are needed every step of the way”

## The Challenge

The tracking process used by many 3PLs and Freight Brokers consists of manual calls to the carrier, which is a reactive process and does not help to solve transit delays or other in-transit issues.

## Fastmore Solutions

- Electronic tracking – We chose the best 3rd party GPS tracking and integrated it within our own TMS to provide 24/7 visibility on shipments.
- Exception alerting – Our tracking team and the customer are alerted of delays and in-transit exceptions. By focusing on only the exceptions, our team can trouble shoot issues quicker and keep freight moving.
- Detention alerts – Our technology tracks and alerts our customers of all possible detention before it starts, allowing quicker resolution and reduction in detention expenses.
- EDI/API Connectivity - We have worked with customers who utilize this technology to streamline the integration and share live shipment visibility.
- Customer portal - Customers can track current shipments through the customer portal, which shows to the minute updates and

## Results

With our development of visibility & tracking technology, we can provide point to point supply chain visibility while reducing costs and getting ahead of delays in transit.



**82%**

of freight tracked electronically



**20%**

reduction in detention



**100%**

automation



**100%**

real time ETA alerts