

CASE STUDY

How B & R Reliable Transport streamlined business operations by going electronic



BUSINESS NEED

B & R Reliable Transport (B & R) had been using a variety of technology providers before being introduced to EROAD. The company was tired of dealing with iffy service and support teams that were never available. When it was clear the ELD mandate was here to stay, the company went looking for an ELD provider that could provide confidence in both accuracy and reliability.

The company was also looking for a better method to manage taxes and reduce administrative work.

SOLUTION

B & R made the switch to EROAD and hasn't looked back. Using EROAD's online portal, called Depot, B & R's back office staff can see where their drivers are in real time and can confidently tell customers the exact location of their delivery.

B & R's Safety & Compliance Manager, Cyrel Moore, has experienced this first hand, "EROAD worked so much better than my previous provider. The app services we used before had connectivity issues and were super slow. EROAD is really nice. I know where drivers are in real time."

The new regulations provided by the ELD mandate command a steep learning curve, but Moore has peace of mind that EROAD's solution will be there when it counts most. He encountered this most recently when tackling unidentified trips.

"Starting off with the unidentified trips was a headache and super confusing. Now with EROAD I can easily go in and notate that the trip was by a mechanic. It's essential to have these explanations and the EROAD system is really easy to use."

BENEFITS

Within Depot, B & R has been able to streamline a variety of activities that used to entail hours tracking down drivers and filling out paperwork. According to Moore, the EROAD speed alerts have also helped with managing safety on the team.

"They are really helpful. We can make sure guys are behaving. We had similar features with our previous system, but it wasn't reliable. With EROAD we can really trust it because it's in real time."



"It means so much that you can message or get on the phone and talk to someone right away. With other companies, you sit around on the phone and waste half your day being put on hold, waiting to talk to someone. With EROAD they start resolving the issue immediately."

Cyrel Moore

Safety & Compliance Manager, B & R Reliable Transport

Moore likes knowing that he can trust what he is seeing on the screen. "I really enjoy the service part of Depot. I can see the maintenance schedules and am notified when permits expire. It's peace of mind to set it and forget it, knowing EROAD will remind me."

The prime reason Moore installed EROAD was its dedicated customer success team.

"The customer service is EROAD's biggest asset. It means so much that you can message or get on the phone and talk to someone right away. With other companies, you sit around on the phone and waste half your day being put on hold, waiting to talk to someone. With EROAD they start resolving the issue immediately."

"I recommend EROAD to everyone I talk to," said Moore. "Why you ask? 1. Accuracy. 2. Customer service. 3. The all-in-one unit. There's no lag time waiting on a Bluetooth device. With EROAD when you push a button something happens. You don't have to wait."

Company

B & R Reliable Transport
Pleasant Hill, OR

Industry

Transport

Find out how EROAD can help transform your business.

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