



Box management for leading US based truckload operator

Client Overview

The client is North America's leading provider of premium truckload, brokerage, inter-modal transportation solutions and an international provider of logistics services and technology. Client is widely recognized as a leading provider of supply chain management technology and services.

The Challenge

The current asset management process was supported by the Trailer Inventory System (which existed as a primitive VB application) that

- Could not scale to support increasing requirements
- Required extensive manual intervention
- Could not provide tracking information to users
- Resulted in sub-optimal asset utilization and reduced service levels to customers

The “Case for Action” was hence identified as follows:

- There are an average of 300 corrections made to system trailer locations daily – “flying trailers”
- There exists high driver frustration due to incorrect trailer status and location data
- There is approximately \$4 million of annual spend on trailer searches
- There is approximately \$12 million of annual spend on lost trailer utilization due to trailer searches
- There is approximately \$25 million of annual spend in TP and CSR time spent on trailer searches
- There are approximately 27,000 trailers “on the ground” daily for 10,000 loads – driving down trailer utilization

Cognizant Solution

In line with the along-side Cognizant designed and developed a Box Management Tool for the client. The Box Management Tool was designed to optimize asset utilization such that it enables -

- Tracking the location of the box at all times
- Using accurate box information to find available boxes for drivers/carriers to pick up in work assignment planning
- Maintaining planned box commitment to a customer
- Metrics for measuring commitment against the plan
- Managing rail accessorial charges relating to boxes





The entire project was planned in 5 iterations-

- i. “Re-engineering and process change” to measure planning effectiveness and location performance.
- ii. Enhancements including process definition for “Trailer Tracking”- setting out parameters to track a trailer. Create a data mart and provide analytics like box utilization, customer index value, average idle days etc.
- iii. Enhancements including “Auto Updates” – a feature that enables the trucks to communicate with applications via satellite using QualCOMM T2.
- iv. Enhancement including “Geo-fencing” – a process to demarcate the existing locations using geo codes to enable accurate tracking of trailers.
- v. “Feature enhancements and database migration” from Oracle to DB2.

Client Benefits

- Cost savings due to optimal asset utilization- better profitability
- Better service levels- more revenue
- Real-time visibility into asset location
- No manual intervention

