N.W. WHITE TRANSFORMS OPERATIONS WITH TRUCKIT TECHNOLOGY

OUR CLIENT

Established in 1952, N.W. White & Co. has grown into one of the Southeast's largest and most respected dump truck companies, operating nine divisions and managing over 300 company trucks along with hundreds of sub-contract haulers. They operate high value assets, coordinate field personnel at distributed sites, manage complex logistics strategies, and meet environmental, safety, and regulatory requirements.

SCOPE OF OPERATIONS

- 7 divisions including Ashphalt Plants & Waste Disposal
- 6 regional terminals throughout South Carolina
- 300+ company trucks
- 100s of contracted leased haulers

POWER UNITS

- Tri-Axle Dump Trucks
- Tractors
- Dump Trailers
- Demolition Trailers
- Bottom Dump Trailers
- Flatbed Trailers
- Walking Floor Trailers
- Heavy Duty Trailers

THE CHALLENGE

Despite NWW's success, the company faced significant challenges tied to manual processes, including paper-based dispatching, ticket reconciliation, and data entry. These workflows led to operational bottlenecks, errors, and a frustrating lack of visibility.

"It was difficult to know what we were missing. Tickets could get lost in stacks of paperwork or fall between the seats of a truck, making reconciliation and billing extremely difficult," recalls Graham Reinhart, Project Manager at N.W. White & Co. *"I remember some employees spending full days, manually keying the data that is now logged by our drivers in real time. Drivers would go out into the world and hopefully turn back in their tickets. Back in the office, we'd re-sort them and then our billing staff would have to recreate the job with our billing software. Before we even submitted an invoice, we've entered the job at least twice."*

In 2021, after an exhaustive vetting process of every potential solution provider available, N.W. White & Co. selected TruckIT. TruckIT's solution leverages advancements in artificial intelligence and cloud computing to advance wholesale digital transformation. TruckIT customers like NW White & Co. can visualize their operations in real-time, on one integrated platform specifically geared toward the demands of their business, reducing process friction and human error.

TruckIT's automated dispatch and E-Ticketing technologies allowed N.W. White & Co. to digitize its dispatching and ticketing processes enabling them to scale without adding administrative overhead.

TRUCKIT ENHANCES PERFORMANCE AT ANY SCALE BY AUTOMATING MANUAL PROCESSES, ELIMINATING HUMAN ERROR AND SIMPLIFYING COMPLEX OPERATIONS

WHAT: TruckIT provides tools that are simple to use solve operational challenges, and deliver meaningful results.

WHY: TruckIT empowers haulers, contractors, and material suppliers to automate, digitize, and optimize their business to increase efficiency and profitability.

HOW: TruckIT leverages advancements in artificial intelligence, machine learning, cloud computing and IoT connectivity to advance digital transformation.

"TruckIT hasn't just made our operations better; it's redefined how we do business. They've become a trusted partner and vital to our business. They're always responsive when we need them and open to any feedback and suggestions to improve the platform." — Graham Reinhart

OPTIMIZED DISPATCH

Automated dispatching reduces manual tasks for dispatchers, allowing them to effectively manage more trucks, work orders, and customers simultaneously. With real-time updates and visibility, TruckIT allows people in the field to adjust resources dynamically. *"Our team likes the alert notifications when drivers are ahead or behind schedule, tickets are missing or duplicated, or time on site/ turn time is not where it's supposed to be. We also found that our dispatchers have been able to cut 1- 3 hours to plan for the next day."*
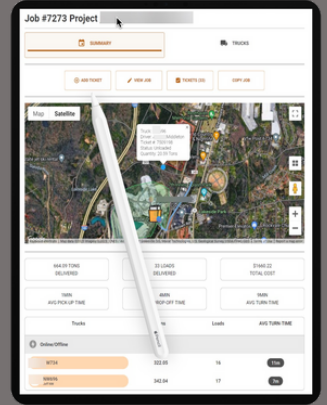
Loads delivered per truck per day

Daily loads per truck has steadily increased, equating to 10-15 more loads per truck per month.

DRIVER MOBILE APP

TruckIT has transformed the driver experience by adding efficiency and reducing distractions. *"Drivers no longer have to call in for directions or updates. Everything is in the app, and they can focus on driving instead of worrying about paperwork, missing turns, or looking for sites,"* Reinhart said.

GPS navigation also enhances safety and productivity. *"The app guides them, and we've seen fewer errors and faster turnaround times because they aren't sitting idle filling out paperwork,"* he shared.

E-TICKETING

Managing paper tickets is a universal headache whether it be manifests, material tickets, or driver logs. NWW's shift to e-Ticketing delivered immediate value for them and their customers. *"We no longer have to wait for drivers to hand in tickets. Everything is logged in real-time, and it's much easier to reconcile loads and track performance,"* Reinhart said.

The technology also solves the persistent issue of missing or duplicate tickets. Eliminating the reliance on paper tickets stimulated cash flow by drastically reducing the number of days to close their books with the ability to bill and pay next day.

Unbilled tickets lead to lost revenue

An unbilled ticket can result in lost revenue of $500 to $1200 per ticket.
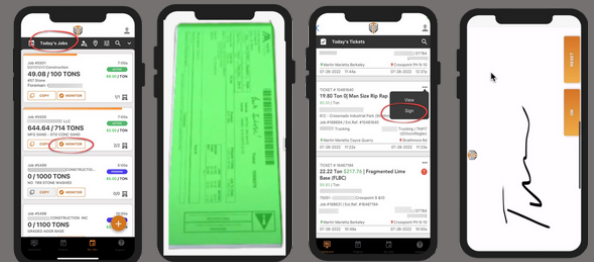
FLEET AND ASSET MANAGEMENT

TruckIT's visibility into workload and resources has helped NWW make smarter decisions relating to equipment and staffing. By tracking usage patterns over time, utilization rates can be optimized. *"Knowing how much material we're hauling helps us decide what machinery to invest in and how to allocate trucks across regional offices,"* Reinhart explained.

TruckIT's tools have enhanced NWW's ability to manage their leased trucks and strengthen relationships by being able to verify work and pay their subs faster.

Optimized routing boosts efficiency

"Taking a back road allows us to haul four more tons per load. That's approximately $40 extra per load. Multiply that across 10 loads a day, and you're looking at $400 more per driver daily" — Graham Reinhart

ENHANCED REPORTING AND BUSINESS INTELLIGENCE

Key performance metrics for dump truck companies are crucial for evaluating operational efficiency, financial health, and service quality. Data points like anomaly alerts, load cycle analysis, summary of material, turn-times, ETA's, routing/transit time allows for smarter decisions in real-time.
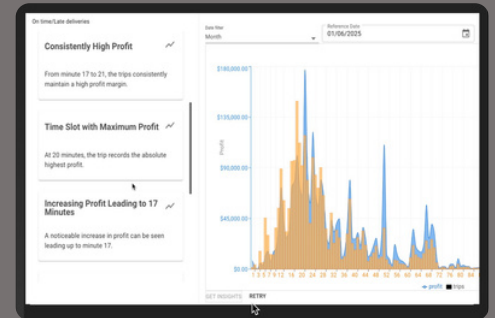
"Historically, it required an enormous amount of effort to get our hands on the information we needed to measure our performance. Because it took so long, we were slower to identify issues and make the necessary adjustments. Now we have everything we need in one place with our platform integrations, so we're more agile and can address any issues in the moment." — Graham Reinhart
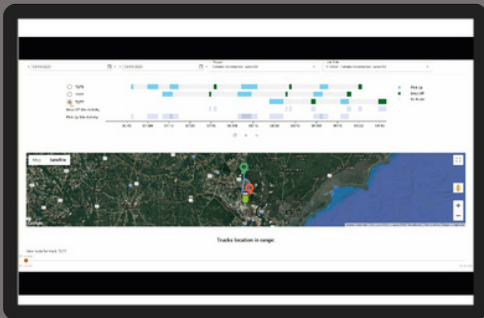
CUSTOMER RELATIONS

N.W. White prides itself on providing premium customer service and value. Sharing project and ticket data with customers is a competitive advantage. NWW also can grant access into truck location, ETAs, and allow field superintendents to verify delivery and sign tickets digitally.

"We can manage a job from a project management standpoint. The visibility enables us to tell customers what the inbound or outbound totals are before they even begin to calculate them. We give feedback in real time that lets customers know time and efficiency statistics that can increase production by several loads on a given day,'" continued Reinhart.

The adoption of TruckIT has revolutionized N.W. White's operations, driving efficiency, improving customer satisfaction, and unlocking significant financial benefits.

Reinhart summed up the transformation: *"TruckIT didn't just improve what we do—it gave us the tools and time to focus on what matters most—serving our customers, making informed decisions, and ensuring the safety and success of our employees."*

THE ROAD AHEAD

By partnering with TruckIT, N.W. White continues to demonstrate its commitment to its employees and their construction partners through innovation within the heavy construction industry.

Reinhart encourages others in the industry to embrace digital transformation: *"The efficiency and insights gained to perform better and be more profitable far outweigh the challenges of adoption. Don't let fear of change hold you back,"* he said.

78% REDUCTION
TIME SPENT MANAGING TICKETS

23% INCREASE
USER PRODUCTIVITY

NEXT DAY
BILLINGS AND PAYMENTS

3 HOURS
TIME SAVED DISPATCHING PER DAY

TIME SAVINGS
TruckIT has proven to reduce the time spent on various manual tasks by 20-50%, depending on current inefficiencies

50%

COST SAVINGS
Organizations can expect to save 10-30% in operational costs by fully implementing TruckIT

30%