

 **SOLERA**
Fleet Solutions

Sylectus
by Omnitrac

Case study: ITDS and Sylectus by Omnitrac

The challenge

As ITDS began its growth trajectory, it realized that to continue providing the same outstanding service its customers had come to expect, it would need to add people to maintain its level of service. In addition, the company needed a solution that offered compliance and visibility to their tracking devices, while also allowing drivers to close out their loads and quickly process payroll and billing. ITDS also wanted an automated system to dispatch drivers without having to pay the costs that came with a big box dispatch system.

The solution

By adding Sylectus TMS, fleets, like ITDS, gain:

- Automated operations – allowing fleets to focus on customers by streamlining processes, including dispatch, payroll, billing, and much more
- Real-time notifications – for trip management and real-time event updates, while automatic ETA calculations keep fleet proactively informed
- Automated dispatch – allowing fleets to import via EDI or create loads or schedule loads, and assign them to vehicles, as well as manage billing, invoices, and driver settlements with an intuitive interface
- Seamless and efficient data management and reporting – one data entry point populates and shares critical information, including dispatch orders, pay sheets, invoices, and financial reports – helping fleets say goodbye to tedious paperwork
- Customizable integrations – fleets can seamlessly integrate with existing technology platforms, including Omnitracs Hours of Service and ELD – along with finance systems – making the Omnitracs Sylectus TMS a bridge, with multiple capabilities
- Easy, systematic invoicing – fleets get paid quicker by eliminating manual processes and paperwork; plus, the imaging module reduces questions and delays

The logo for ITDS, featuring the letters 'ITDS' in a bold, white, serif font with a slight shadow effect, set against a dark blue background.

About ITDS

ITDS was established in 1995 due to a demand from rental and leasing companies wanting to add logistics and driver support. By leveraging over 130 tractors and 200 trailers, ITDS was born to provide this support to existing equipment service accounts.

During the first five years, ITDS's guaranteed service and driver availability created rapid growth for the company as it shipped a variety of products, including food, steel, pharmaceuticals, and building materials.

ITDS provides a seamless solution to enhancing a company's image by improving efficiencies, reducing costs, and eliminating the risks associated with managing a trucking operation.

The Solution

By subscribing to Sylectus, fleets benefit from:

- Low cost, scalable solutions – with no need for expensive IT teams or hardware and the choice to select the modules that meet current needs and budget. SaaS delivery model minimizes costs without sacrificing functionality
- 24/7 access – delivery through Omnitracs Sylectus' SaaS model means all of this can be accessed anywhere, anytime, from any device
- Improved customer service – trip updates flow directly to your customers via automatic emails, eliminating excessive phone calls
- Improved security – protects fleets' data, and securely manages relationships with partners

Sylectus is the perfect solution for ITDS. Success for ITDS is measured in growth. We would never have been able to grow as we have without having Sylectus as our partner.

Brad Howell
President, ITDS



The results

ITDS grew 14% in 2019 and 15% in 2020; Sylectus has been a part of this growth. “The best part is that our growth has come without having to add extra personnel,” commented Howell. “Most of the work is repetitive, so Sylectus makes our workload more efficient.”

Another area of efficiency for ITDS is imaging. With imaging services provided by Sylectus, ITDS is able to speed up its invoicing while also capturing proof of delivery with invoices. “We’re no longer filing paperwork,” added Howell. “It’s all in the system. This is very helpful so when a customer calls, we simply pull up the invoice and attachments and email them to our customer. The time it saves is incredible.”

In addition, Sylectus is configurable, so ITDS doesn’t have to touch the system to get the information it needs. Whether ITDS personnel want to look at loads by service team or divisions, the program can be configured to meet his specific needs.”

Sylectus is a strong, value-added partner,” added Howell. “Because we provide dedicated service to our customers, 100% of our 130 tractors run every day. Not only has Sylectus allowed us to grow without adding additional personnel, it also lets our dispatch track our drivers and make sure they have available hours to deliver their loads. In addition, the Sylectus support staff is phenomenal.”

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Brad Howell
President, ITDS

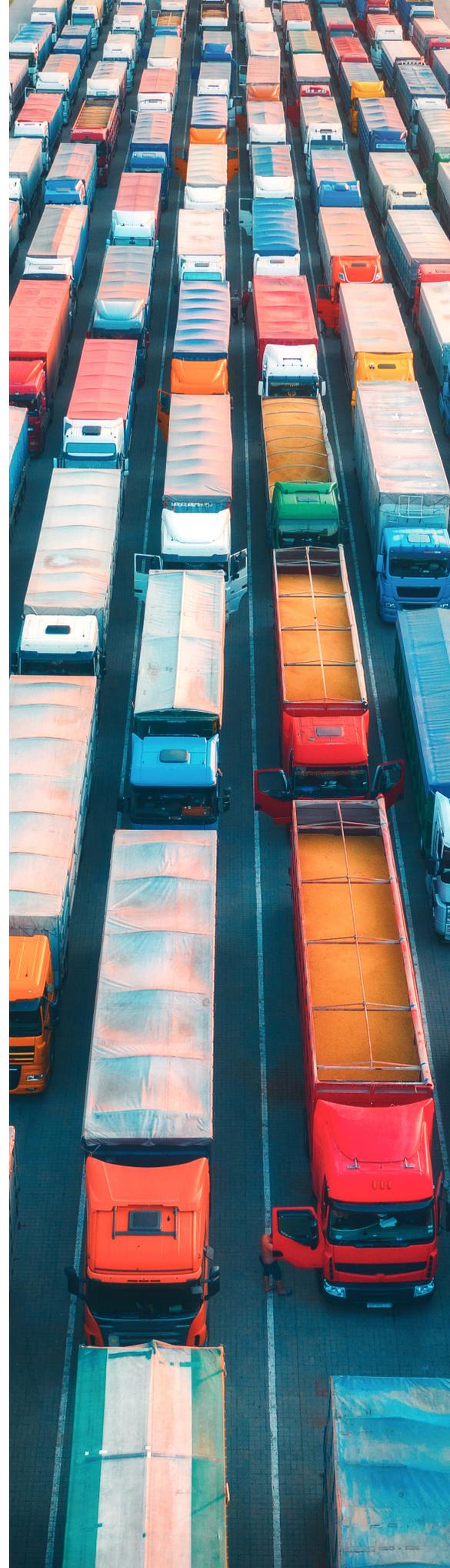
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