

“Delivery time has been reduced to less than one minute for scanning 30 items of inventory from the truck. The guys in the field love the barcode scanning because it is so fast.”

**- Colby Terhaar,
Operations Manager**

Airgroup

Masterfully crafted and expertly executed shipment planning

Profile

Airgroup is an international transportation and logistics company specializing in unique and difficult shipments. The company services a diverse customer base that includes manufacturers, distributors, and government agencies from all over the world. From exhibits to oil field supplies, Airgroup ships anytime and anywhere regardless of weight. Founded in 1987, Airgroup has a network of independent carriers and international agents to provide the best transportation experience possible.

Challenges

Airgroup has offices strategically placed throughout North America; however, regional management and field staff are located in different areas of the country. Communication and data retrieval began to suffer due to geographical divides between operations and field staff. Airgroup needed an easy-to-use mobile resource management solution that would allow them to locate their field staff, collect accurate data, increase productivity, and improve communication.

Solution

Actsoft's Encore with Wireless Forms was the perfect choice to make Airgroup run more efficiently. The range of devices and robust features solved all of their business needs. From in-phone (camera) barcode scanning, to image and signature capture, to overall GPS tracking, Actsoft has taken Airgroup to a new level of operational efficiency and customer service.



Benefits

Using Encore, Airgroup's operations team has complete visibility into the transportation process. Previously, they called a field-service member with an update or change in a scheduled route. With Actsoft's tools in place, that step was eliminated. Instead, new route information is automatically uploaded upon clock-in. The operations team now knows exactly where each field-service member is located; therefore, they can make changes without interruption in the delivery process.

Airgroup streamlined package delivery and field invoicing by using barcode scanning and signature capture. By utilizing the camera in their mobile devices for barcode scanning, overall delivery time was reduced to less than one minute for scanning 30 items of inventory from the truck. Clients accept the delivered inventory by signing the purchase order on the hand-held device, resulting in accurate invoicing. The operations team was even able to add more deliveries to the daily routes by automating the delivery and inventory process.

Encore's image and signature capture feature has saved Airgroup thousands of dollars for damaged-goods claims. Their standard operating practice for product delivery is to document the condition of package upon arrival. The client signs the purchase order stating goods were delivered intact. The signature on the purchase order allows Airgroup to deny customer's claims of delivered damaged goods. However, if a package arrives damaged, the field-service worker takes a picture and attaches the image to their proof of delivery form for documentation. Image and signature capture turned convoluted claims into straightforward customer resolutions.