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Metropolitan Delivery Corporation (MDC)

GPS telematics system

Profile

Metropolitan Delivery Corporation (MDC), based out of Miami, Florida, is a service provider for DHL Express in South Florida and the U.S. Virgin Islands. They have been in operation since 2004 and presently employ over 150 employees with a fleet of over 120 vehicles. MDC has been awarded the DHL Service Partner of the Year Award twice in the last five years.

Challenges

1. **Security:** After a vehicle with high-value freight was stolen in 2013, MDC needed a reliable way to secure and recover their assets if stolen.
2. **Mitigate Abuse:** They wanted to cut down on fleet abuse and reckless driving by using GPS-enabled tracking solutions to monitor their fleet's performance and vehicle utilization.
3. **Productivity:** With so many vehicles to manage, MDC wanted to make sure their drivers were driving efficiently and staying within set geographical boundaries.
4. **Safety:** MDC needed a way to lessen safety issues on the road and limit liability by monitoring driver behavior, such as speeding, hard braking, and fast acceleration.

Solution

MDC chose to go with Actsoft's Encore to solve their existing problems, while optimizing fleet performance. With Encore, they were able to track vehicles and get near real-time alerts and regular reports on all of their concerns, including vehicle location, driver behavior, and route history.



Benefits

After implementing Encore, MDC saw a huge spike in efficiency and monthly savings of about 20 percent. Additionally, there was increased safety awareness which, in turn, reduced driver complaints, workers' comp accidents, and driving accident/incidents, as well as the cost associated with those losses. On top of that, abuse of fleet vehicles was reduced, therefore lowering funds spent on repairs, accidents, rentals, and any other associated fees. MDC estimates that Encore saves them up to \$500 per month per vehicle. With about 120 vehicles in their fleet, that's a huge savings.

"[Encore] saved us on productivity by increasing awareness and improving our ability to monitor performance." - Carlos Quintero, Metropolitan Delivery Corporation regional manager