

Welch Brothers

Construction materials manufacturer and distributor located in Elgin, Illinois

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- Michael J. Nawrocki,
President

Profile

Welch Brothers manufactures and distributes underground premade structures used for construction. They aim to be a one-stop-shop for heavy duty construction supplies. They distribute sewer, concrete, and drainage pipes made from various sources like PVC, and corrugated and reinforced steel. For 45 years they have been working with tradesmen, dispersed throughout several locations in Illinois.

Challenges

Welch Brothers needed a way to monitor their drivers once they left the office. Dispatchers had to call drivers to determine their locations, and it created dangerous scenarios by distracting drivers on the road. They also dealt with customer service complaints because they couldn't accurately gauge how far their drivers were from delivery points or the estimated times of arrival. They needed a way to keep their drivers accountable, in addition to providing the correct documentation that confirmed the deliveries were made and signed for by the proper personnel.

Solution

Encore was the biggest problem solver for Welch Brothers. Their dispatchers use Actsoft technology to see at a glance where drivers are at all times. System administrators utilize reports that log the miles traveled by workers in each state for International Fuel Tax Association (IFTA) purposes. Also, with the help of GPS tracking, they can track down who made a delivery, where it was made, and who took the shipping ticket.



Benefits

System administrators process the quarterly fuel-tax return more quickly by utilizing the miles by state report. Dispatching is also improved because administrators no longer have to call drivers for updates while they're in the field. Dispatchers can see their locations via the Live View and simply drag and drop orders, ensuring the safety of the drivers and others on the road. GPS tracking helps keep drivers accountable for the speeds they travel at. Actsoft technology is making Welch Brothers more efficient with their processes. It saves them up to \$500 monthly and they have increased efficiency by 20 percent. The saved time increases productivity and revenue; now they get more accomplished per shift. According to President Michael J. Nawrocki, “Knowing where drivers are, and their past locations is a big timesaver for our company.”