

From Fleet to Table

A Comprehensive Approach to the Challenges of Food and Beverage Fleets

by Solera Fleet Solutions





How Solera Fleet Solutions helps food and beverage fleets handle five unique challenges

Solera Fleet Solutions is unifying our industry-leading fleet solutions to streamline the user experience and bring new efficiencies to our customers. In our From Fleet to Table eBook, you'll see how Solera's Omnitracs, SmartDrive, Spireon, SuperVision, and eDriving come together as a comprehensive response to the special requirements and challenges of food and beverage shipping.

Below are five key challenges that food and beverage fleets face and the Solera solutions that let you handle them.

Five key food and beverage challenges

- 1 Safety and Security**
- 2 Food Quality Control**
- 3 Communication Gaps and Visibility**
- 4 Optimizing the Routing Process**
- 5 Sustainability**

Solera solutions

Omnitracs

Omnitracs is a complete fleet intelligence software platform serving carrier and last-mile fleets. It encompasses route optimization, coaching, customer communication, compliance, asset monitoring and tracking, and the Drivewyze Weight Station Bypass for safe passing of weight stations.

SmartDrive

SmartDrive Video Safety is a comprehensive video safety, data analytics, and productivity solution that lets you see inside the cab, the road ahead, and even around and inside the cargo area.

Spireon

Spireon Fleet Tracking & GPS solutions continually monitor your remote assets and driver teams. The FleetLocate solution lets you manage the fleet from one place and gives real-time visibility into vehicle location, activity, and status.

SuperVision

SuperVision is a Solera company that supplies the industry's most powerful suite of license monitoring and safety management for U.S. and Canadian fleets, as well as fleet compliance, safety, and risk analytics.

eDriving

eDriving is a Solera company that supports safe driving with tools that identify risky behaviors and offers micro-training and coaching, gamification, collision reporting, vehicle inspections, and validation of individual FICO® Safe Driving Score.

Merchants Foodservice Case Study: Improving service and reducing costs with Solera Fleet Solutions

Merchants Foodservice is a major food service distributor of both perishable and non-perishable goods. Their 800 hardworking team members serve 6,000 customers across 12 states. Merchants faced every challenge: driver safety and retention, cost control, compliance, customer service, and visibility.

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I can't begin to tell you how much our customer service has improved since implementing Solera Fleet Solutions.”

William Dowden, Safety Manager, Merchants Foodservice

They turned to Solera Fleet Solutions to help meet those challenges and improve business performance, and here are some of the results:

11-15%

increase in driver visibility and customer satisfaction

25%

reduction in insurance claims

85%

of driving events are coached in a timely manner

75%

reduction in speeding

Reduced

crash score and DOT BASIC to 3

14%

fuel efficiency increase

25%

DVIR score reduction

50%

reduction in cell phone distractions

30%

reduction in close following

50%

collision frequency reduction

1. Ensuring human safety, cargo security, legal compliance

Solera Fleet Solutions prioritizes safety across the board. We have solutions to keep drivers and vehicles safer on the road, cargo safely in the vehicle, and your business safe from compliance violations and legal liability.



Secure cargo and fleet assets

Protect your cargo and vehicles from theft and tampering with real-time tracking and visibility of all fleet assets. Knowing where all vehicles and trailers or assists are at all times can eliminate spoilage or contamination as well. With Solera, you can also reduce downtime and roadside service with location tracking and improved trailer maintenance.

Solera Solution

Spireon Trailer & Asset Tracking

Fleet and driver compliance

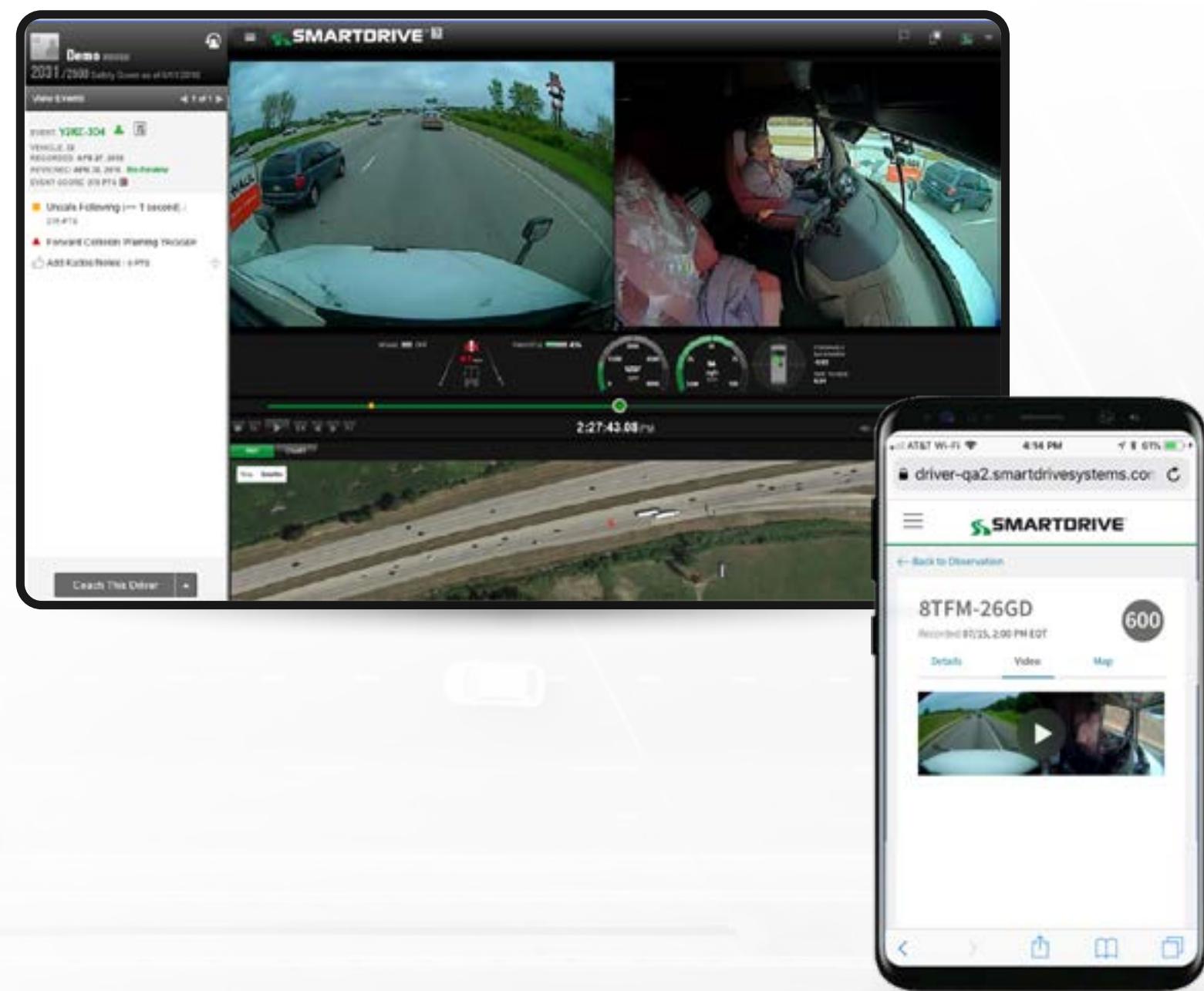
Adhering to the latest safety and transportation regulations for Hours of Service (HOS) and other parameters can be challenging, especially since regulations can vary from state to state and can change significantly when a driver crosses international borders or the US-Canada Border. A fully certified Electronic Logging Device (ELD) by Omnitracs gives drivers the information they need to stay within regulations. Different situations require different ELD solutions, and Omnitracs has worked closely with the FMSCA to ensure all of our ELDs are fully compliant.

Uncertainties on the road, such as weigh-station delays, reduce drive time, expend fuel, and cost money. Omnitracs Drivewyze Weigh Station Bypass saves you and your drivers time, money, and weigh-station hassles. Drivewyze integrates seamlessly into your in-cab technology and allows you to skip weigh stations with real-time weigh-station proximity and bypass alerts, plus access to the largest weigh-station bypass networks across the U.S. and Canada.

Solera Solution

Omnitracs ELDs

Omnitracs Drivewyze Weigh Station Bypass



Improving driver safety

Ensuring the safety of your drivers and vehicles and everyone they encounter on the roads is a top priority, and a SmartDrive Video Safety program is one of your most productive tools for improving driver safety. SmartDrive can provide 360° coverage of your vehicles: in-cab, plus front, back, sides, and even the cargo area. The system will note driving “events” that are recorded for analysis by a team of experts as part of SmartDrive Managed Services. SmartDrive keeps drivers more conscious of their actions, and analysis provides a basis for coaching. SmartDrive can also help exonerate your driver and company in the event of a collision.

Solera Solution

SmartDrive Managed Services for Video Safety

“

We've seen tangible results with the convergence of SmartDrive and Omnitracs.”

William Dowden, Safety Manager, Merchants Foodservice

Ensuring drivers should actually be on the road

Approximately 7% of drivers on the road have suspended licenses, and some 75% of suspended drivers still drive. One result of so many irresponsible drivers on the road is more collisions. Suspended drivers have an accident rate that is 14 times – 1,300%! – higher than other drivers. Solera’s SuperVision solution provides the most comprehensive continuous license monitoring across the US and Canada so you can ensure your drivers are fully licensed.

Solera Solution

SuperVision license monitoring and safety management



2. Maintaining the quality of perishable goods

“Perishable” doesn’t just indicate a type of freight. Perishable invokes a series of requirements to prevent spoilage en route. It mandates on-time arrival that meets narrow delivery windows. Perishable freight requires real-time data, the most efficient routes, and no chance for errors.

Creating the most efficient routes

Omnitracs’ Roadnet platform is an easy-to-use routing solution to quickly create the most efficient routes while managing the complexities of short delivery times and narrow windows. Efficient routing also reduces fuel costs and wasted driver hours, while a faster, more streamlined process for creating routes saves substantial office time. And nothing maintains product quality and good customer relations more than getting deliveries to their destination on time.

Solera Solution

Omnitracs Routing

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This proves to our customers that we are aware of the latest technology and we invest in it to provide better customer service.”

William Dowden, Safety Manager, Merchants Foodservice

Keeping customers informed

Active Alert gives customers visibility into the entire order lifecycle, from scheduling to final delivery. You and your customers can customize your own notification settings, and customers get on-the-go access from their phone or tablet. You can also substantially reduce the cost of manual processes, including answering those frequent “Where’s my order?” calls and the frustrations they create for everyone.

Solera Solution

Omnitracs Active Alert

Keeping drivers organized

Drivers who spend thousands of miles on the road every month don’t want to deal with manual processes. Omnitracs Driver Workflow frees drivers from clumsy, time-consuming manual paper processes with an intuitive mobile tool for organizing tasks and information. Driver Workflow also enables enhanced two-way communication with dispatch. Its electronic forms are easy to configure, and Driver Workflow makes proof of delivery through signature capture and picture barcode scanning easy and reliable.





3. Closing gaps in communication and visibility

Nothing is more frustrating for dispatch than not knowing what's happening on the road. Or inside the cargo area. But when information is easily available and communication is clear, everything is smoother. And you reduce the risk of mistakes and delays that can lead to food spoilage, contamination, and recalls. Solera has a range of solutions that close gaps in communications and visibility, helping to keep perishable goods safe, the fleet moving, customers informed, and records squared away.

See what's inside the trailer

Spireon IntelliScan provides a complete view of what's inside the trailer. It intelligently scans to assess the available/occupied volume with 99% accuracy. It can be paired with other Spireon technologies such as GPS tracking to keep track of trailer locations for the entire fleet.

Solera Solution

Spireon IntelliScan®



See what's outside the trailer

Your trucks or delivery vehicles may have blind spots, but SmartDrive 360 sees everything, deploying cameras placed inside the cab and at locations outside the cab and around the trailer. Videos can be used to customize driver training and reduce collisions. Additionally, by incorporating footage concerning viewing the area around the truck and trailer, this comprehensive system enables you to understand the causes of injury claims and audit for adherence to Standard Operating Procedures (SOPs). Video capture includes vehicles operating around your truck, and in the event of an incident, the video can be used to exonerate your driver and business.

Solera Solution

SmartDrive 360

Customers want to know now

Active Alert makes it easy to keep customers informed using their tablet or mobile device. This removes the hassle of them calling you and you handling all those calls. Active Alert lets customers know when to expect a delivery and when they have to be ready to accept one, saving time for customers, money for you, and frustration for everyone.

Communicating with dispatch

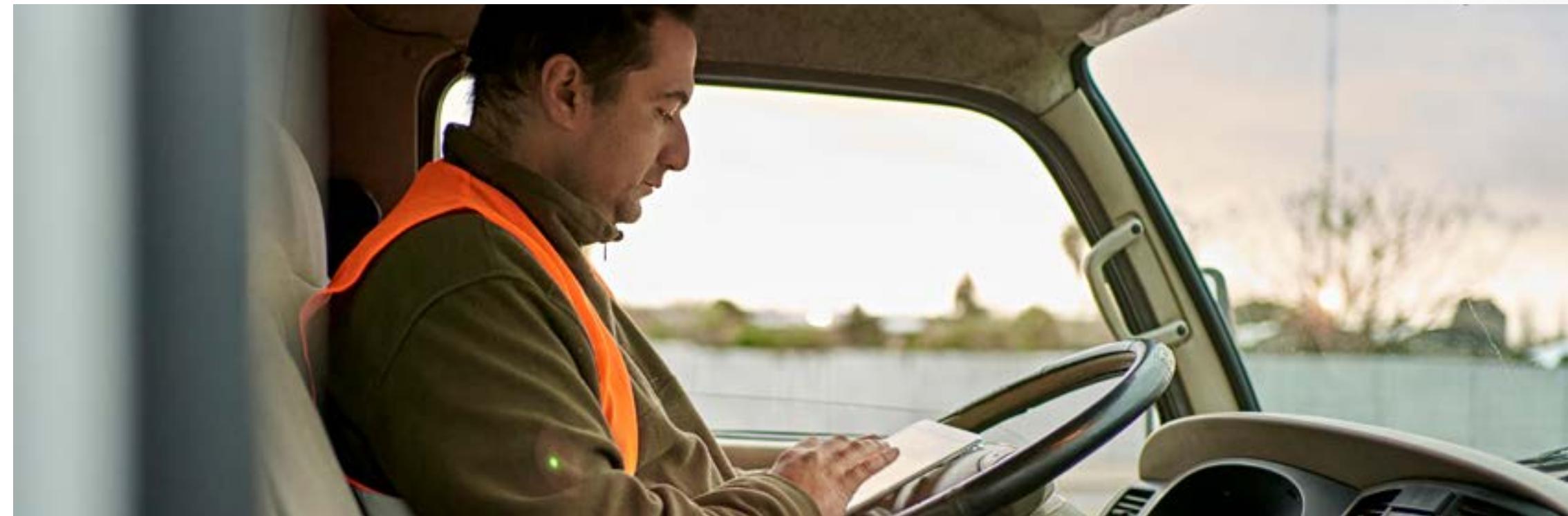
Drivers want to drive, not handle paperwork. Driver Workflow creates a two-way communication channel between driver and dispatch that's both seamless and paperless. Drivers stay updated about any changes to delivery, and they can easily inform dispatch of any situations on the road. The dispatch team can guide the drivers in situations where it's necessary, even guiding them through stop-by-stop if it's required.

Solera Solution

Omnitracs Active Alert

Solera Solution

Omnitracs Driver Workflow



4. Streamlining the routing process

A streamlined routing process delivers a multitude of benefits, while an ad hoc or manual routing system incorporates any number of risks.

Streamlined routing reduces fuel usage and wasted driver hours. It can help meet narrow windows, keeping perishable cargo fresh and customers satisfied. Manual routing leads to missed windows, spoiled food, and unhappy customers, plus wasted time and fuel. Thus, a streamlined, optimized routing process is indispensable in food and beverage delivery. When well-integrated with other systems, it can prevent data discrepancies, operational errors, and resistance to technology adoption. Solera offers a number of solutions that meet the requirements.

Fully optimized routes

Omnitracs AI-enabled planning, routing, and dispatching applications help you execute along optimized routes and respond to exceptions autonomously. It keeps business rules and customer requirements in mind when planning routes for the best delivery experience. And a faster, easier routing process gives time back to your teams so they can focus on strategic tasks that improve business instead of routing tedium.

Strategic planning of routes and resources

Omnitracs Strategic Planner automatically analyzes your fleet's historical data and your company's business requirements to generate unique territories according to your business goals. It creates daily routes based on your customers' needs, such as frequency and service windows. It also helps you look at the entire fleet more strategically to evaluate the number and mix of vehicles in your fleet. And if it's time to look at fleet renewal, Strategic Planner provides the data you need to fully analyze and optimize the fleet for the maximum returns it can deliver.

Solera Solution

Omnitracs AI-enabled routing and dispatch

Solera Solution

Omnitracs Strategic Planner

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As a company, I think we are always looking at ways we can better utilize technology in our trucks.”

William Dowden, Safety Manager, Merchants Foodservice

Maximizing driver productivity

Omnitracs Driver Workflow can help organize a driver's complete day with customized workflows, including where and when to deliver merchandise, plus the variety of checks needed for temperature control and any special requirements. All without depending on faulty memories or faulty paperwork.

Solera Solution

Omnitracs Driver Workflow

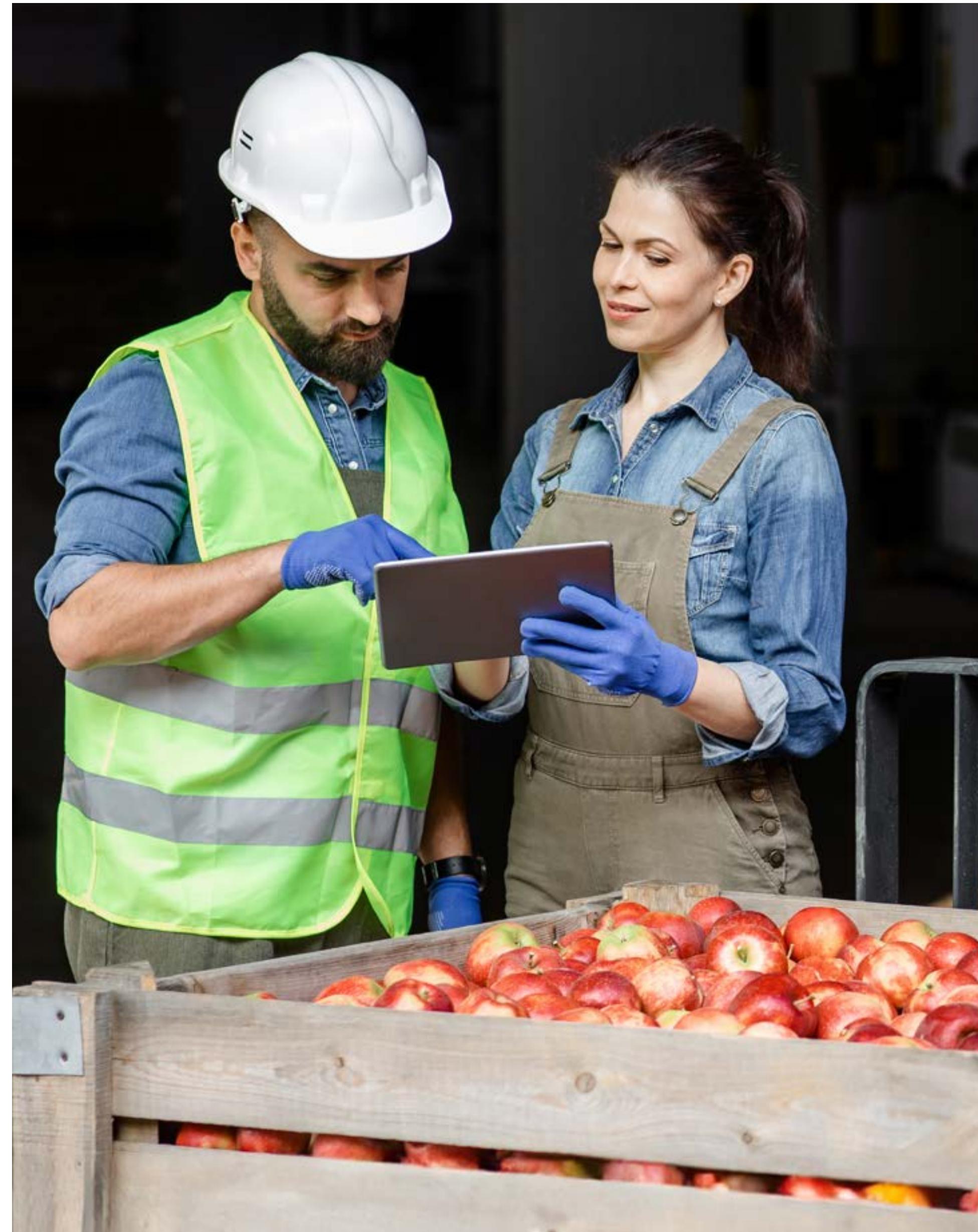
Maximizing fleet productivity

Spireon IntelliScan shows you everything that's in a trailer, intelligently assessing the available and occupied volume with 99% accuracy. A constant eye on the amount and location of available trailer space helps ensure that every trailer carries its weight.

Solera Solution

Spireon IntelliScan®





5. Sustainability

Sustainability is an issue for every business. It's an especially important challenge for fleets because a sustainable approach to shipping is about more than reducing carbon emissions. It's about safety and the preservation of resources. It's about all the advantages that accrue to both the planet and a fleet's bottom line by taking a more aggressive approach to improving efficiency and reducing waste throughout the fleet's operations.

Route optimization

Route optimization is one of the most effective methods available to fleets for reducing waste. By optimizing routes, fleets can significantly cut the time that vehicles and drivers spend in traffic, plus the excess fuel use and carbon emissions that go along with it. Goods arrive on time and fresh when there's less time in traffic. With optimized routing, everybody wins: the company, the customer, the driver, and the environment.

Solera Solution

Omnitracs Routing



Fuel-saving driving habits

Omnitracs SmartDrive gives fleet and safety managers insights into driver behavior that can negatively impact fuel consumption, such as late, hard breaking, speeding, and pedal-to-the-metal acceleration. By observing and addressing these habits with SmartDrive and SmartDrive Managed Services for video safety, fleets can both reduce fuel waste and reduce collisions by improving driver performance.

Solera Solution

SmartDrive

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We use technology to see exactly what our drivers are doing to be sure they're following safety protocols to protect themselves and our fleet.”

William Dowden, Safety Manager, Merchants Foodservice

Preventing spoilage

Huge amounts of energy go into the production, harvesting, and transportation of food, which also emits a proportionate amount of carbon. If food perishes en route to its destination, it's all been for nothing. Often, replacement product has to be pulled from other inventory and reshipped, pushing more fuel and carbon through the cycle. To prevent spoilage and related waste, Spireon continuously monitors the cargo area for temperature changes and fluctuations. If corrective action is needed, the driver is immediately alerted. Additionally, users can prove chain of custody when brought to mediation/litigation.

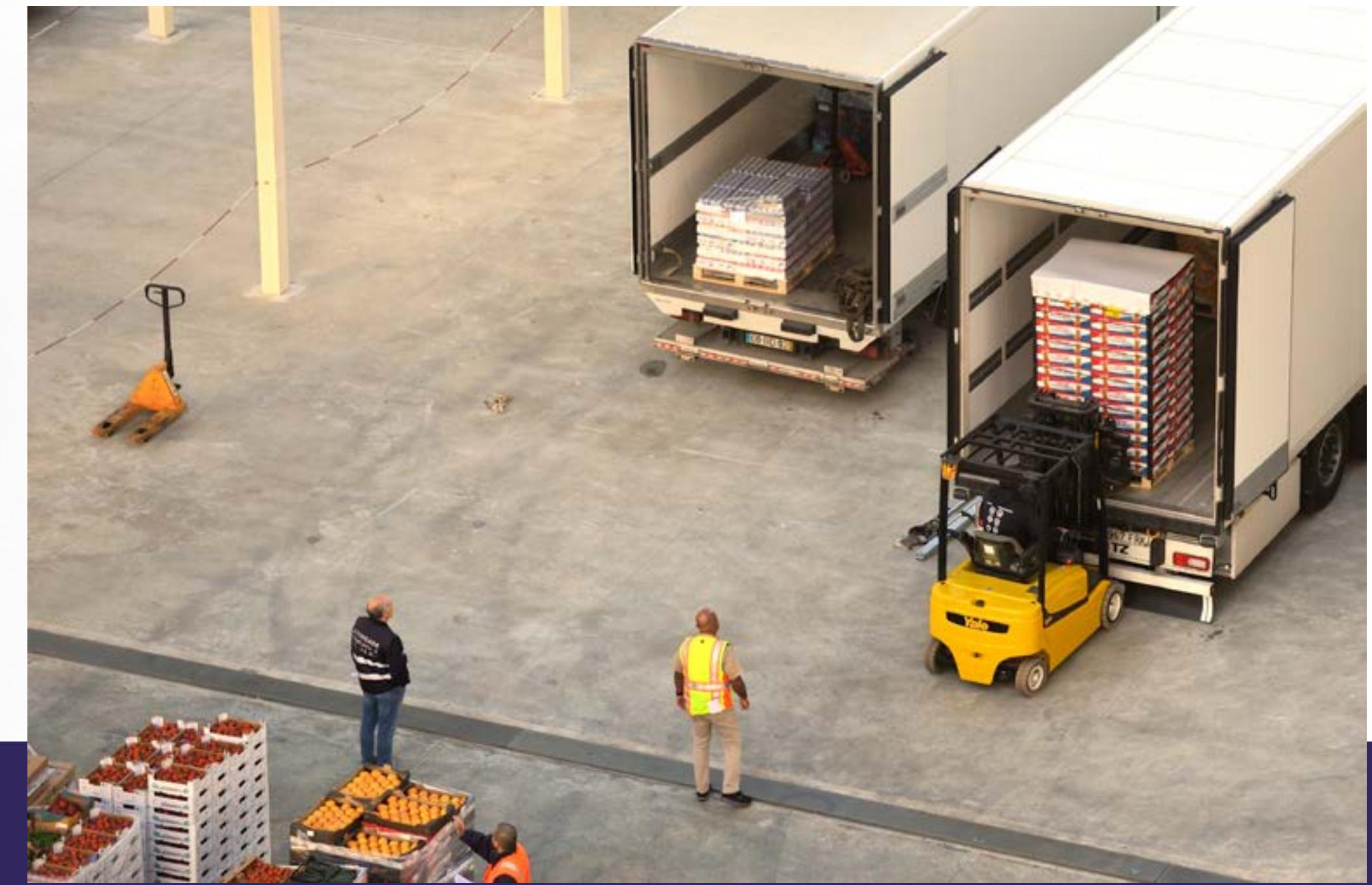
Solera Solution

Spireon temperature monitoring



Multiple challenges need a comprehensive solution

The Food and Beverage industry's distribution challenges span cargo security, driver safety, and operational efficiency, all essential elements in maintaining the quality of perishable goods as well as a reputation for quality service. Multiple challenges require innovative solutions that are cost-effective and fully integrated. And that people will want to use because they're easy and intuitive, and they simplify complex, time-consuming tasks that waste time.



Solera is transforming the transportation industry with a comprehensive, integrated fleet management solution that's at once both powerful and simplified. As Solera unifies our current industry-leading fleet solutions across Omnitracs, SmartDrive, Spireon, SuperVision, Sylectus, and eDriving, we are creating a single platform for modern, efficient fleet operations that the trucking industry — and its customers — need.

The future of shipping for food and beverage fleets and all fleets is coming — and Solera is building it. Learn more about how we're serving your industry by visiting solera.com.

About Solera Fleet Solutions

Solera Fleet Solutions brings together the industry's leading brands, including Omnitracs, SmartDrive, SuperVision, Spireon, and eDriving, benefiting fleets of all sizes and industries. Our unmatched breadth and depth of capability provides a seamless experience and helps fleets attract and retain the best talent. Solera Fleet Solutions is relentlessly focused on driver safety, maximizing productivity – on and off the road – and managing fleet compliance, improving driver and fleet performance.