W. N. Morehouse Truck Line:

Maximizing Fleet Management Efficiency with Document Vault

Digital record-keeping is becoming a necessity in today's trucking environment. W. N. Morehouse needed an efficient, integrated approach to its driver data management. Morehouse found it with SuperVision's Document Vault.

THE CHALLENGE: TOO MUCH PAPER

The Omaha, Nebraska-based transportation company was buried in paper related to its drivers. The team initially tried to cope with this challenge by creating an in-house digital record-keeping environment.

"We had stacks and stacks of paper," explains Tim Bond, Morehouse's Driver Manager and Safety Clerk. "I would have to go through and scan the files, then build the folders, and then move the files into them."

While this resulted in a digital system — albeit one that still relied on paper — it didn't provide the level of transparency or efficiency necessary to optimize the internal record-keeping system.

A fortuitous meeting with SuperVision led Bond to a solution to his hybrid, less-than-integrated record-keeping environment. The company had been looking for a way to improve its ability to monitor its drivers' MVR status. This led them to SuperVision and a transformation of the way the company was managing its drivers' records.

THE SOLUTION: INTEGRATING DOCUMENT VAULT

Bond and other Morehouse stakeholders met with SuperVision regarding driver's license monitoring. The team discussed SuperVision's License Monitor, CSA Performer, and Document Vault products.
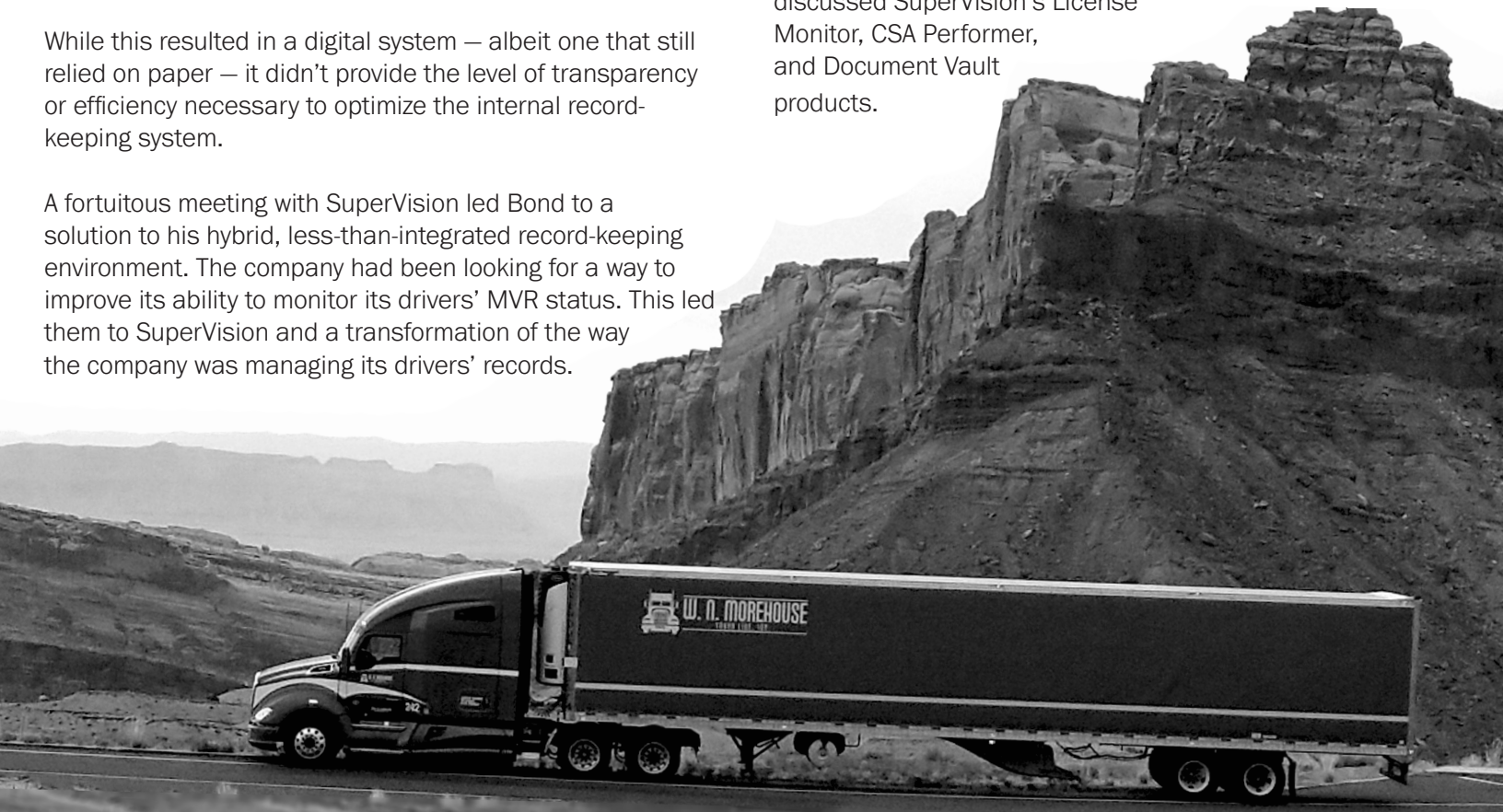
"They showed us how the SuperVision products could fit our needs," says Bond. "The more I saw, the more I realized how much better they were going to make us. I was really pleased."

During the initial meeting and follow up, Bond learned how Document Vault integrates with License Monitor and CSA Performer. Relevant driver documents are sent directly to the Document Vault where they are automatically filed and stored — eliminating the need by Bond or other Morehouse staff to manually scan and organize the files. Instead, Document Vault allows for secure storage of sensitive files in either a customized or pre-configured folder structure. Templates include MVR and CDLIS folders.

Bond, who is also a driver for the company, put Document Vault to the test by setting up several driver files himself. He says setting up a profile was intuitive and straightforward. The system conveniently allows him to have access both at the office and off-site at his home.

One of Document Vault's most popular benefits is the additional transparency and oversight of driver records it provides. During the driver file creation process, Document Vault prompts the creation of alerts for documents, e.g. licenses, which have expiration dates. About a month before a certification or license expires, Bond receives an alert which allows him to prompt the driver to begin the renewal process. Adding to the file management functionality, documents are auto archived so the driver files are always up-to-date with the most relevant data.

This has made driver management much easier for Bond.

"If I want to see how many claims a driver has, I go to his file. If I want to see how many DOT inspections he has, I've got his file. If I want to see his DOT physicals over the last four years, I can go to his file," says Bond.

This level of digital control and convenience was a key selling point for Bond and Morehouse leadership, and something that its previous MVR provider couldn't match — both in terms of pricing and functionality.
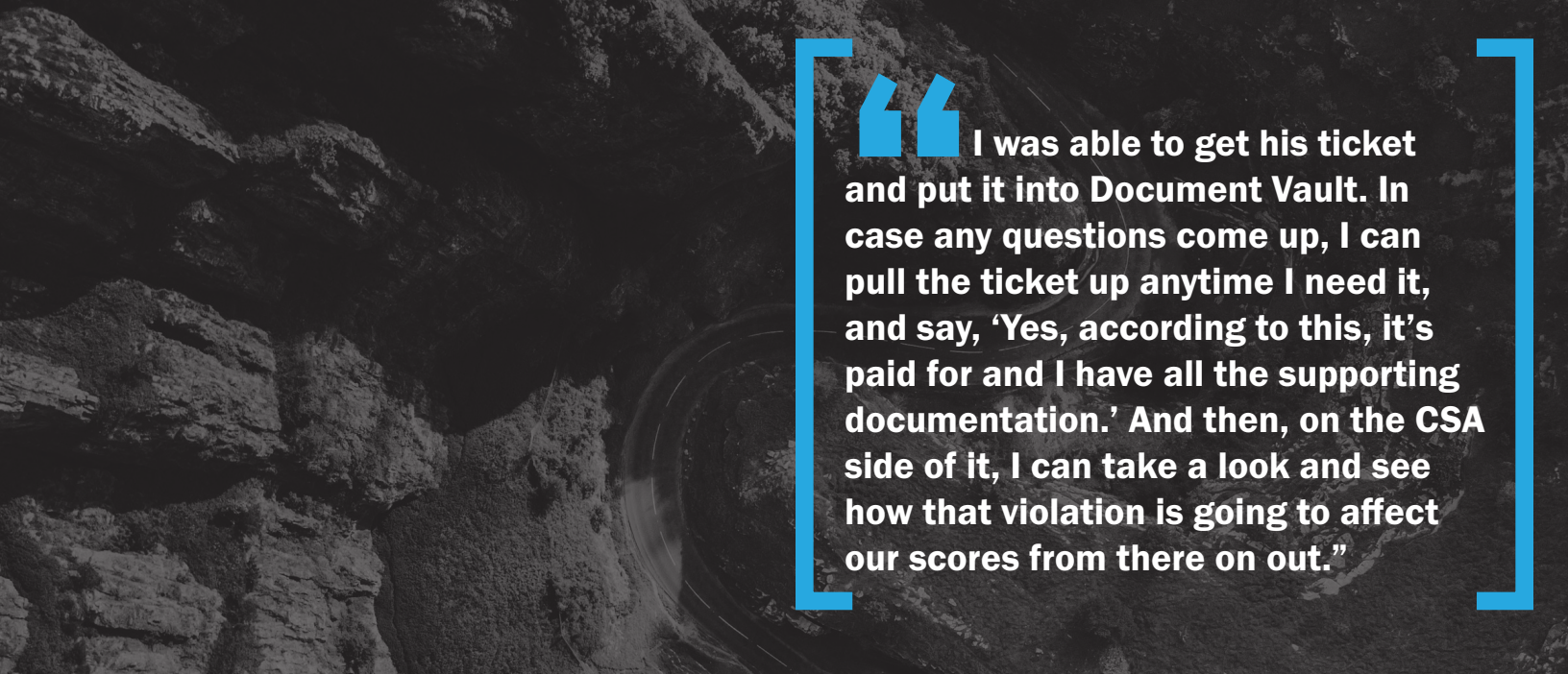
BENEFITS: TIMELY NOTIFICATIONS

Bond has already seen practical demonstrations of how Document Vault can give transparency to its operations, helping his team to better manage violations and inspection reports.

Shortly after implementing Document Vault, Bond received an MVR alert that one of his drivers had received an out-of-state speeding ticket. The ticket, however, wasn't already listed in the violation folder for that driver. Bond contacted that driver who stated that he had, indeed, received the ticket and had paid it, being told that the violation wouldn't go on his MVR. However, it did.

"He asked me, 'How did you find out about it?' I said, 'Because it's on your MVR.' He said, 'Were you hunting for it?' I replied, 'No.' I told him about the new system we got and I said, 'It alerts me about things that go on drivers' MVRs and if their status changes,'" says Bond. "And the driver thought two things, one that was really cool, and two, 'Dang, I got caught.'

"I was able to get his ticket and put it into Document Vault. In case any questions come up, I can pull the ticket up anytime I need it, and say, 'Yes, according to this, it's paid for and I have all the supporting documentation.' And then, on the CSA side of it, I can take a look and see how that violation is going to affect our scores from there on out."

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Bond recently received notifications that two of his drivers got inspected but hadn't notified Morehouse terminal personnel per company policy. The drivers were contacted, reminded about the policy, and were informed that the inspection report notifications were being sent to Bond directly.

"So I was able to pull up the reports, and take a look at how it's going to affect us already," Bond says. "I'm already receiving real-time CSA reports, so that is awesome. I like that, because then I can really see who my problem drivers are in real time instead of having to wait until the end of the month and trying to recalculate."

The implementations of License Monitor and CSA Performer have increased driver accountability for both violations and inspections from the outset.

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"This year is already going to be very, very nice," he says. "It will tell me who to really watch."

THE POWER OF INTEGRATION

As Morehouse's experience with Document Vault has already shown, having an integrated approach to document collection and integration offers fleets and their companies several important benefits, including:

- Transparency into driver behavior and fleet operations
- Increased driver accountability
- Faster ability to react to and address driver violations
- More efficient record-keeping strategies that help drive compliance and overall efficiency

Having all of a driver's documents securely stored in one location, fed, and updated automatically by data collection solutions is the power integration brings to the table today.

But this is just the beginning of what an integrated digital document collection approach will bring to the fleet environment. Integration growth across the enterprise will allow fleets to create more robust record-keeping strategies to fully document and track driver status.

about SuperVision®
ELEVATE DRIVER PERFORMANCE

SuperVision provides comprehensive, fleet-safety and performance-management solutions that optimize fleet oversight and driver behavior, through advanced data, actionable insights, analytics, and reporting. SuperVision is the latest in a line of industry-leading products and services created by Explore Information Services and Solera Companies. Since 1989, Explore Information Services has been providing risk-data services and developing superior information solutions for commercial fleets, insurance companies, and government entities.

LICENSE MONITOR   **CSA PERFORMER**   **DOCUMENT VAULT**

Learn more about the products discussed in this study (shown above) or schedule a free demo by visiting our website at **esupervision.com**