

# Optimizing routes and delivery windows with Descartes GroundCloud™



Big Green Contracting Inc, a Fargo-based Independent Service Provider (ISP) managing more than 200 routes, faced a significant shift as one of the first operations to begin managing time definite package volume. This introduction of time windows required immediate changes to planning and execution processes to maintain service performance and their contract status.

To meet this challenge, they began to use Descartes GroundCloud's Time Commits feature. The intuitive platform enabled Big Green Contracting Inc to adapt routing dynamically, ensure time-window compliance, and support driver performance in real time. As a result, the team achieved over 95% on-time delivery, improved routing efficiency, and gained better control over daily operations.

**"Descartes GroundCloud would be the best option at running anything efficiently. I would say it shaves half the time off that we would need to get to those time commitments."**

**Preston Kubas**  
Big Green Contracting Inc

## Company Profile

Big Green Contracting Inc

## Descartes Solutions

Descartes GroundCloud™

## About the Client

Big Green Contracting Inc is a Fargo-based Independent Service Provider (ISP) in the FedEx network.

For more information, please visit [www.bigincontracting.com/](http://www.bigincontracting.com/).

## Quick Overview

### Challenge

Big Green Contracting Inc began to see time definite package volume, adding specific time windows to their manifests. They needed a way for their drivers to manage and meet these time windows without disrupting operational performance.

### Solution

Descartes GroundCloud™ helped them meet new demands with Time Commits functionality to optimize routes and meet delivery windows efficiently.

### Results

- Over 95% On-time Delivery
- Driver Enablement
- Streamlined Operations
- Improved Time Management

## Challenge:

When Big Green Contracting Inc became one of the first ISPs to receive time definite package volume, they needed a way to meet time windows while maintaining efficiency. This presented a major operational challenge, especially given the direct impact of on-time performance on their Compliance, Safety, Accountability (CSA) score, and contract status. The transition happened quickly, leaving no time for manual workarounds or inefficient planning methods.

## Solution:

To manage these new demands, Big Green Contracting Inc began to utilize Descartes GroundCloud's Time Commits feature. This built-in feature provides real-time visibility and alerts with automated stop sequencing optimized around time windows. Fleet managers are able to track progress and make adjustments to prioritize time-sensitive stops. Drivers were able to hit the ground running with intuitive mapping and route planning that helped them meet time windows with minimal backtracking. Overall, the platform enabled their team to meet time windows and service expectations without disrupting their normal workflow.

## Results:



### Over 95% On-time Delivery

Big Green Contracting Inc was able to consistently meet delivery time windows, reinforcing contract reliability and CSA performance.



### Streamlined Operations

The team was able to optimize stop order and reduce planning complexity, minimizing inefficiencies and backtracking.



### Driver Enablement

Drivers were able to quickly adapt to time windows across multiple routes with intuitive routing and optimized stop ordering.



### Improved Time Management

Management time spent coordinating deliveries and adjusting routes was significantly reduced.