

Centralizing Operations with Descartes GroundCloud

DVH Trans Inc.

Before Descartes GroundCloud, DVH used separate apps to manage their operations, resulting in fragmented workflows and limited oversight. Drivers struggled with multiple platforms, and the company lacked a single source of truth for routes, safety training, and maintenance records. After switching to Descartes GroundCloud, all of these vital elements of their operations were brought into one cohesive platform, simplifying their daily workflows.

“I wanted everything in one place. Descartes GroundCloud made it easier for new hires, improved accuracy, and showed exactly where packages were scanned. It’s simple once you get used to it.”

Hristiyan Bogdanov, Owner,
DVH Trans Inc.

Company Profile

DVH Trans Inc. is an Independent Service Provider (ISP) operating 9 routes in Illinois.

Descartes Solutions

Descartes GroundCloud™

Quick Overview

Challenge

Multiple disconnected apps slowed operations, complicated driver training, and made route management inefficient.

Solution

The Descartes GroundCloud™ centralized platform combined routing, maintenance, safety training, and real-time tracking under one system.

Results

- Improved driver experience
- Enhanced accuracy in package delivery
- Reducing accidents by ~10%
- Easier onboarding for new hires

Challenge: Navigating Inefficiencies in Route Management

With multiple tools, route management became cumbersome, and drivers had difficulty adapting. Some routes were rural, making it tough to update incorrect pins or locate remote addresses. Inefficient operations and lack of immediate feedback on delivery errors led to wasted time recovering misdelivered packages and potential increases in claims.

Solution: A Unified Platform for Routing, Safety, and Compliance

Descartes GroundCloud brought together crucial functions under one umbrella. Maintenance records, mileage tracking, and timekeeping were accessible in the same system that handled driver training and route optimization. Drivers benefited from features like location overrides, which allowed them to correct pins for more accurate deliveries. In addition, the safety training videos, and AI-enabled cameras encouraged safer driving habits, reducing accidents and claims.

Real-time error detection became a game changer. Drivers could quickly identify and correct incorrect deliveries, improving customer satisfaction and reducing the fallout from misdelivered packages. The system's user-friendly interface, accessible from driver mobile devices, made it easy to transition their team to the new workflow.

Results: Increased Efficiency, Enhanced Safety, and Better Onboarding



Greater Operational Accuracy

With Descartes GroundCloud's pinpoint scanning data, misdelivered packages could be identified and corrected promptly. This level of accuracy was previously unattainable, saving time and improving overall efficiency.



Proactive Safety Measures

Daily training videos and AI camera monitoring helped enforce best practices such as not using phones while driving and always wearing seatbelts. Hristiyan estimates about a 10% reduction in accidents, translating into safer operations and reduced liability.



Simplified Onboarding

New drivers quickly acclimated thanks to embedded training modules and real-time coaching tools. Rather than training each driver individually and continuously, Hristiyan leveraged Descartes GroundCloud's automated videos and corrective measures to ensure every driver learned and adhered to proper protocols from day one.



Improved Preference and Workflow

After an initial adjustment period, drivers came to prefer Descartes GroundCloud's single-platform approach. The ability to view maintenance records, handle timekeeping, and access safety tools all in one place simplified their workflow and improved productivity.