

# Using Descartes GroundCloud™ to Protect Drivers & Contracts

## Shortt & Associates, Inc.

As an independent service provider (ISP) operating 25 vehicles, protecting their drivers and business from liability and against false claims became increasingly important for Shortt & Associates, Inc. They turned to Descartes GroundCloud's Video Event Data Recorders (VEDR) to provide live and on-demand video footage, driver coaching, and safety analytics. Since then, Shortt & Associates, Inc. has been able to successfully dispute two false claims, saving thousands in upfront costs while protecting their business and contract status.

"The VEDRs protect contractors and our drivers. VEDR cameras are industry standard in logistics. While some drivers view the cameras as a violation of privacy, they are no different than any office you work in, building you go into, or parking lot you park in that all have cameras. We have many female drivers delivering to isolated homes, sometimes after dark, these cameras will help ensure they are safer. We all must be protected from fraud and need to keep our drivers safe."

**Melissa Shortt**

Owner, Shortt & Associates, Inc.

### Company Profile

Shortt & Associates, Inc. is an Independent Service Provider (ISP) operating 25 vehicles in Georgia.

### Descartes Solution

Descartes GroundCloud™

## Quick Overview

### Challenge

Shortt & Associates, Inc. needed stronger protection for its drivers and business against costly liability and false claims.

### Solution

Descartes GroundCloud Video Event Data Recorders (VEDRs) provided reliable coverage of driving events to protect their drivers, contracts, and bottom line.

### Results

- Protected Against False Claims
- Enhanced Driver Safety
- Achieved Compliance Standards
- Secured Contract Status

## Challenge

Operating a 25-vehicle ISP fleet completing last-mile deliveries across Georgia, Shortt & Associates, Inc. needed a way to protect their drivers, fleet, and business from liabilities and false claims. Without indisputable video evidence, they were susceptible to potentially false claims that could result in costly litigation, higher insurance premiums, and impacts on their service agreements. Leadership needed a way to document and verify what happens on the road and coach drivers effectively, while complying with industry regulations.

## Solution

Descartes GroundCloud™ VEDRs provide dual road and driver-facing cameras with built in artificial intelligence (AI) event monitoring to automatically capture unsafe events and upload the footage to the cloud for management review and documentation. While real-time alerts proactively help drivers self-correct, cloud-stored footage can protect them from false claims and disputes. Since implementation, Shortt & Associates, Inc. has utilized Descartes GroundCloud VEDR to help overturn two false claims, protect their drivers from repercussions, avoid thousands in payouts, and secure their contract standing.

## Results:



### Protection Against False Claims

Descartes GroundCloud VEDR data and footage helped to successfully dispute multiple false claims, preventing negative impacts on the driver and business.



### Achieved Compliance Standards

Installing Descartes GroundCloud VEDR brought their fleet up to industry safety standards while streamlining their operational workflow.



### Enhanced Driver Safety

AI-recognized driving events help to proactively address unsafe driving as they happen, reducing the risk of accidents and improving safety performance over time.



### Secured Contract Status

Protection from false claims, service disputes, and negative impacts to their operational status.

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## Discover How You Can Achieve Results with Descartes GroundCloud!

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