

# Achieved Over a 95% On-time Rate with Descartes GroundCloud

## Waln Enterprises Inc.

Waln Enterprises Inc., one of the first ISPs to manage stops with time commitments, needed a way to communicate package requirements without causing delays or service issues. By using Descartes GroundCloud's Time Commits feature, they optimized routing, achieved over a 95% on-time rate, and gained real-time visibility for drivers and managers—improving flexibility, efficiency, and confidence in completing time-definite deliveries.

**“I got [Descartes] GroundCloud and its made a huge difference. I was using a map drawing for people, here’s where you need to go, texting directions to all these places. I can put anyone in that area and they can deliver now.”**

**Justin Waln,**  
Waln Enterprises Inc.

### Company Profile

Waln Enterprises Inc.  
Independent Service Provider (ISP)

### Descartes Solutions

Descartes GroundCloud™

### About the Client

Waln Enterprises Inc., a Pickup & Delivery (P&D) provider operating 35 vehicles across Arkansas, faced a critical operational challenge when they were among the first Independent Service Providers (ISPs) assigned time-definite package volume.

### Quick Overview

#### Challenge

Maintain Service Levels with Time Definite Volume

#### Solution

Improved Visibility and Workflows with Time Commits

#### Results

- Over 95% on-time delivery rate
- Improved visibility into time windows
- Rapid time-to-value
- Greater flexibility in driver deployment

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## Challenge: Maintain Service Levels with Time Definite Volume

Waln Enterprises Inc. was one of the first ISPs to take on time-definite package volume. With drivers operating in both rural and urban areas, coordinating routes around time windows had the potential for huge impacts on their operations and service performance. The company needed a way for drivers and fleet managers to quickly adjust to new service demands while maintaining their Compliance, Safety, Accountability (CSA) score and contract stability.

## Solution: Improved Visibility and Workflows with Time Commits

To help their team meet increased package requirement demands, Waln Enterprises Inc. began using the Time Commits feature in their Descartes GroundCloud account. This gives management real-time visibility into progress on time-sensitive packages across all routes, including alerts when specific windows are at risk. Route plans are automatically optimized around time windows, with clearly marked stops indicating where key time commitments fall on each route.

With clear navigation, address notes, and updated stop locations, any driver on any route can operate efficiently while meeting the challenge of completing stops within specific time windows. Overall, Waln Enterprises Inc. credits Time Commits with helping their business seamlessly execute on time windows while avoiding backtracking, rushing, and unnecessary stop transfers.

## Results



### 95%+ On-time Delivery Rate:

Their team was able to seamlessly adapt to time-definite volume by using the functionality already built into their account.



### Improved Visibility

Both drivers and fleet managers gained visibility into stops with time commitments, in their management portal and plotted out on their route map.



### Streamlined Workflow

With time commitment functionality built into their teams' standard workflow, they were able to get up to speed with new package requirements immediately.



### Protected their service rating

As a key component of their overall service rating, executing time-definite volume on time protected their business and set them up for success.