

Improve Dispatch & Customer Service Collaboration with Route Optimization



Route4Me

eBook
Series



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Your Business Won't Make It Unless You Can Keep Your Customers Happy

CUSTOMER



Punctuality is absolutely vital to the long-term health of your business.

If you can't manage to show up on time consistently, your customers won't stay your customers for long. They'll leave you for one of your competitors. Worse yet, they might leave you a bad review online. That'll make it harder for you to attract new customers, too.

Improve Punctuality With The Right Technology

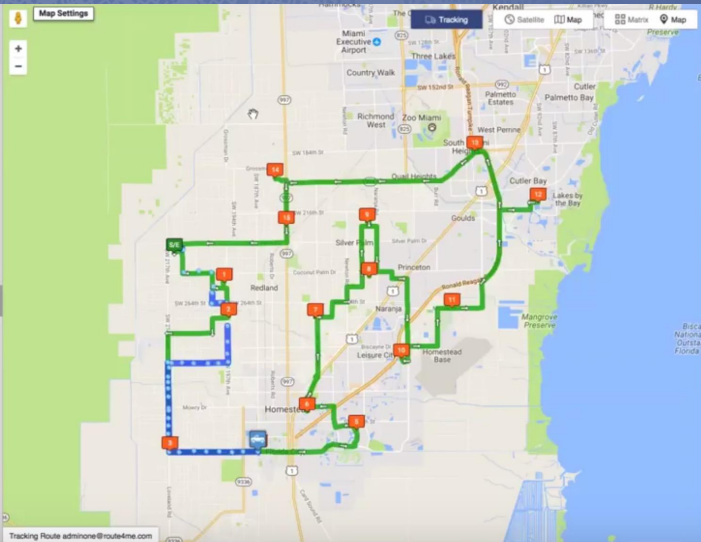
Route optimization software guarantees that every route you give your drivers is the most efficient route possible. Your drivers will show up on time more often.





**Route Optimization Isn't The Only
Thing Route Planning Software
Can Do For You...**

GPS Tracking



Trust, But Verify

Drivers are almost always unsupervised. Sometimes, they might stop for an unsanctioned break when they're on the clock. You can't see them, so how do you know?

A GPS tracking feature will show you what your drivers are doing in real-time.

You'll always know whether a driver is sticking to their schedule or not. And when a driver knows they're being watched, they're much less likely to slack off in the first place.

ETAs That Update Automatically

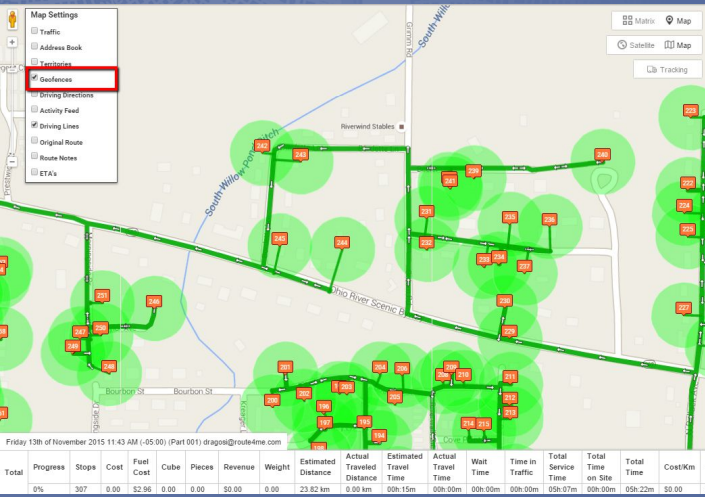
Keep Your Customers In The Loop

Also, GPS tracking makes ETAs incredibly accurate. They're based on the actual position of the driver's vehicle.

If there's a delay, the customer will know about it immediately. Delays are never ideal, but the sooner the customer knows about it, the better.



Geofencing



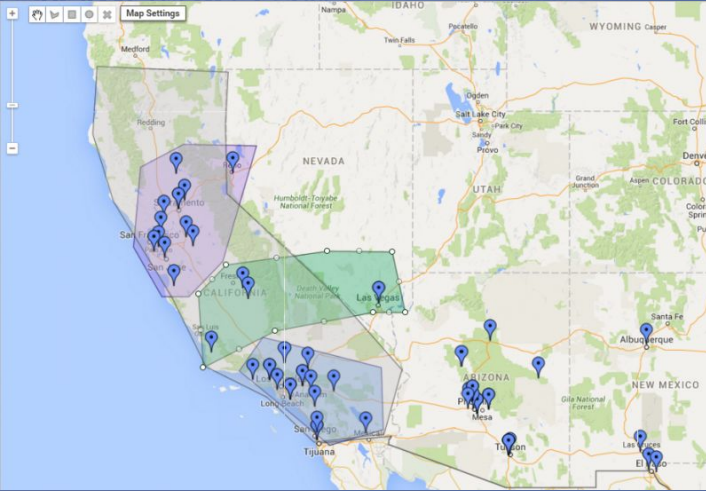
Give Your Customers A Head's Up

Geofencing allows you to draw custom borders over a real-world map.

You can set it up so that when your driver passes through a geofence, the customer gets a text message. They'll appreciate the notice.

This feature benefits you as much as it does your customers. It gives your customers some extra time to prepare for you, so your driver will be able to complete that stop and move on to the next customer without delay.

Territory Mapping



Divide And Conquer

Instead of sending your drivers back and forth across your entire service area, you can use territory mapping to break your area up into different territories and assign a driver to each territory.

Having each driver's set of stops closer together will make your entire fleet more efficient. You'll save gas, save time, and make more money.

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