



White Paper

Benefiting From Automated Workflows

“Taking an automated approach to your workflow [. . .] means putting the right information at your fingertips when you need it.”

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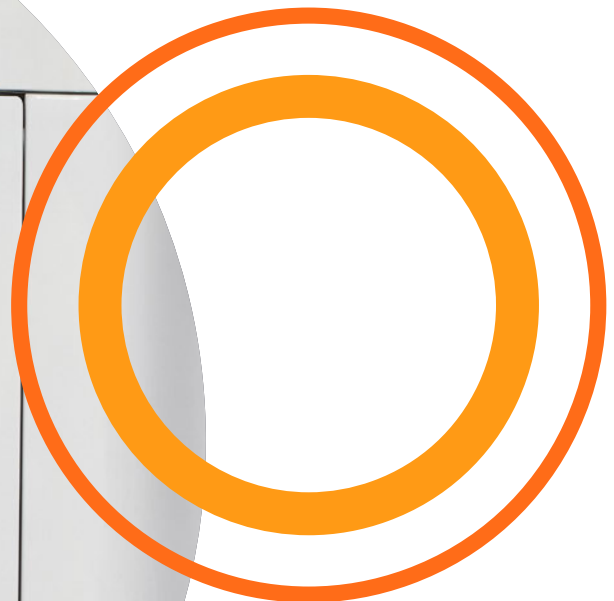
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**Real-Time Solutions for
Real-Time Drivers**

Driver Workflow: Smarter Work

“Truck Driver.” The title really doesn’t do the job justice, does it? That’s because driving the truck is merely the basic requirement for the job. In addition to safely and professionally handling a commercial vehicle on public roads, truck drivers have many other responsibilities that go far beyond the operation of the vehicle.

Drivers must perform daily inspections and document compliance with hours of service (HOS) and other regulations. They need to communicate effectively with dispatchers and other personnel in a safe and timely manner. And, of course, we live in an era dominated by real-time information. So, documenting when shipments are picked up and delivered is critical for customer satisfaction and driver pay.



Greater Efficiency Made Easy

Not long ago, drivers kept up with the clerical demands of their job with a pen, paper and a clipboard. But today, new workflow features as part of ISAAC telematics solutions have changed that. Driver information and workflow systems from ISAAC can help drivers work smarter and more efficiently, while ensuring a secure means of transmitting vital data and real-time communication across the supply chain.

There are four important reasons to give those benefits to your drivers.

1. **Happy drivers don't change jobs**

Drivers are no different than anyone else. They want to work as intelligently and as efficiently as possible. They also want to work for fleets who show them respect by giving them the tools they need to get their jobs done right.

2. **Integrated solutions are good for your business**

Integrated workflow technology supercharges your fleet operations by improving communication throughout your organization. It reduces downtime and avoids communication lapses and workarounds.

3. **A healthy bottom line**

ISAAC's fleet management solution helps you save money by reducing your operating costs across the board.

4. **Safety and compliance**

Nothing is more critical for successful fleet operations than being safe and in full compliance with all state and federal commercial vehicle regulations. ISAAC's solution helps protect your reputation by efficiently managing vehicle and driver compliance obligations, and quickly generating accurate reports.

At the heart of ISAAC's solution is an electronic logging device (ELD), the driver's main tool for accountability, communications and compliance. But with ISAAC's predictive contextual workflow also included in the solution, drivers don't waste time scrolling or opening and closing different screens to fill out various forms.

Considering all that ISAAC's solution offers, it's appropriate to think of the in-cab device as a kind of communications hub for the driver. That's because ISAAC's ELD—which sits on an advanced telematics foundation—continually collects vehicle and driver data that is the lifeblood of an automated workflow system. This is what allows ISAAC to provide a solution that goes way beyond ELDs.

One day in the distant future, automated trucks might drive themselves across the country. But right now, automated workflow systems can include enhanced dispatching, fleet planning and maintenance alerts to deliver high-value benefits to trucking fleets across North America.

Automating workflows, from managing trucks utilization to dispatching loads, is about putting the right information at your fingertips when you need it, instead of wasting time tracking down potentially missing information. Why ask your drivers to struggle with inefficient and hard-to-use systems when you can give them fast, accurate and easy automated workflow solutions from ISAAC?

Given the hyper-competitive business environment we face today, doing so simply makes sense. So many companies struggle to fill open positions and often have no choice but to do more with fewer workers. In those instances, having access to modern automated workflow solutions will help workers be much more productive.





Real-World Benefits for Busy Drivers

Truck drivers prefer to be on the move. It's the mobility and the freedom of the road that attract many to the job in the first place. Sitting in an office and doing paperwork likely never held any appeal for them.

Of course, there's no getting away from paperwork. It's simply a fact of life in our information-driven world. But ISAAC's solution can help simplify tasks by integrating information to your transport management system (TMS) and creating workflows to make these processes quicker and easier for drivers to complete.

ISAAC has made its automated driver workflow solution flexible, in order to integrate with most

transportation management systems on the market, including Trimble and McLeod Software. It can be integrated with custom-made systems as well.

The tasks for drivers are customizable and are sequenced in a logical, consistent order. This creates a less stressful workday by allowing drivers to perform their tasks in the same way every time, eliminating guesswork and missed documentation.



Easy-to-use integrated workflows generate many benefits for drivers.

Predictive Workflow Procedures

ISAAC's solution provides drivers with guided, step-by-step procedures for tasks, from the beginning of the trip to the end of the shift. All steps are logically sequenced based on the task to be performed. This gives your drivers:

- Predictive task prompts
- Single-screen workflows fully integrated with your TMS
- Reduced manual input
- Instant communications between drivers and dispatchers and managers.

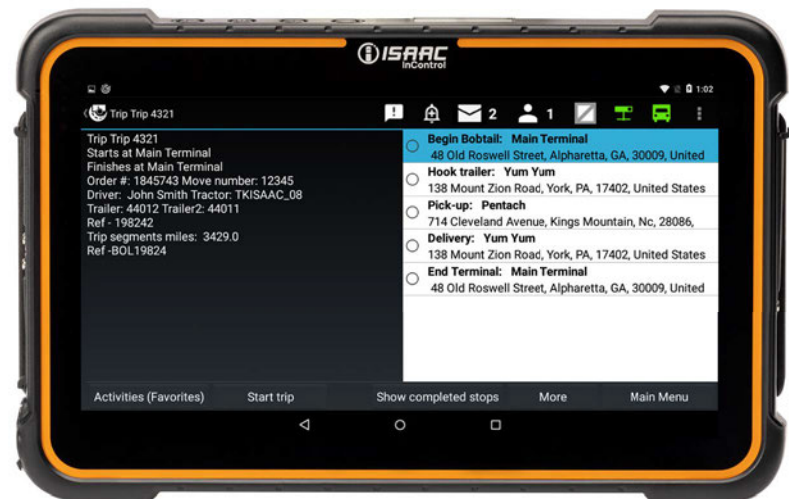
Take, for example, a driver going out to pick up a load.

- With geolocation that allows setting the customer location's perimeter, the system can detect that the vehicle has reached its destination.
- When the driver parks in the customer's yard, the activity related to the stop, in this case the pick-up, is automatically displayed on the device.
- By pressing the activity, the driver's status switches from driving to on-duty. The logbook is automatically updated based on activities performed. This synchronization avoids having to switch between various screens and ensures the trip sheet HOS match.
- When the pick-up activity is selected, the appropriate form relating to the current customer appears on screen.

In addition, the driver doesn't have to worry about wasting time while looking for the next task. That's because, with ISAAC, everything appears at the right time on a single screen. The driver needs only to fill out the appropriate form when prompted to do so.

All of this serves as a simplified trip management aid for drivers that saves time and fuel, while reducing human error.

This helps secure faster payments, which drivers will love. That's because with ISAAC, you can give your drivers automated billing when the final task of a trip is done. Then you can sync those payments to the driver's payroll, depending on your fleet's remuneration process. That helps speed settlement from the shipper to the fleet to the driver, because the trip info is processed automatically.



Being Ahead of the Game

With ISAAC's solution, much of the work drivers have been traditionally required to handle on their own is now made far easier with pre-populated fields and automated information. For less-than-truckload (LTL) trips, information such as exceptions, incidental costs and item quantities are already recorded. Other information, such as the trailer number, is pre-filled in the driver's workflow. The screen displays the delivery time, the customer's address and the specific tasks that need to be performed.

Clear, Precise Two-Way Communication

Communication between the TMS and the driver's device aids all users. The driver benefits from information provided by the TMS. And, at the same time, back-office staff receive real-time information when a driver scans a proof of delivery. The scan is recorded and integrated into the TMS, which helps speed up the invoicing process. Accounting does not have to wait for the driver to return to the terminal with a paper bill of lading.

Effective communication with drivers has long been a weak link in the fleet management chain. With ISAAC, changes in the TMS by office staff are reflected in real time on the driver's in-cab device. It safely and instantly updates the driver's itinerary and delivers priority-based messages. Effective and immediate communication keeps everyone in the loop.

Ease of Use

The secret to effective, integrated workflow platforms is to make them easy for drivers to learn and use. Some platforms require as many as 15 separate clicks for a driver to complete some tasks. Not so with ISAAC, which has simplified the entire process to require as few clicks as possible in each precise, clearly laid out, step-by-step process.



Fine-Tuned Fleet Operations

Fleet management is critical for trucking companies. Unreliable equipment, system outages, and unscheduled downtime all combine to drive up costs and negatively impact your drivers and clients.

The ISAAC solution provides you with a powerful fleet management system to maintain exceptional uptime and oversee your operations. All while offering an open platform that allows for valuable and customizable add-ons.

ISAAC's telematics solution delivers actionable insight into many aspects of your fleet, such as maintenance. With enough data, fleets can better implement preventive repair schedules to maximize uptime and extend the lifespan of the entire fleet. Maintenance issues are reported in real time, allowing your technicians to quickly zero in on an issue. This helps you easily catch small problems before they become big problems. This boosts productivity and keeps your drivers happy—because if a truck's wheels aren't turning, they're not earning.

Best of all, ISAAC helps you meet all your fleet management needs inside a single, centralized web portal that allows users to track a driver's location and availability, manage assets in real time, and perform safety checks on demand. Fleets don't need to change TMS to benefit from the central portal, because the ISAAC solution can integrate with established commercial or custom in-house solutions. ISAAC leverages API communication to connect office staff using the current TMS, so there's no change management required.

The portal's real-time tracking and messaging capabilities mean you can monitor your operations as they unfold and keep your drivers and back-office staff connected in real time for maximum efficiency.



Smart Safety Compliance in Real Time

ISAAC's driver-friendly solution keeps drivers moving and fleets productive. Just a few years ago, drivers were forced to stop several times a day to make sure their paper logbooks were properly filled out.

ISAAC ELDs not only take care of this automatically, but the technology goes the extra mile, helping drivers with all aspects of their jobs.

Drivers can be confident the ISAAC solution is always accurately recording their duty status. They receive electronic notifications when they are approaching mandated rest breaks, while the back office can receive automatic reports and notifications on the web portal that provide fleetwide visibility. That helps safety officials determine if any additional training might be needed.

If a driver discovers a problem during a pre- or post-trip inspection, or should a vehicle fail a roadside inspection, maintenance and dispatch

are immediately notified of the problem. The ISAAC solution also provides a function allowing drivers to declare an en route defect if a problem arises on the highway.

To further help document the maintenance issue at hand, the rugged ISAAC tablet allows drivers to take photos during an inspection of a tractor-trailer that are automatically transmitted to the home office. That helps maintenance staff better understand the issue in real time.

The fast and accurate relaying of vital information means that rapid action can be taken to get the problem resolved and drivers back on the road.

Real-Time Solutions for Real-Time Drivers

Drivers are the heart of any trucking business. Helping drivers breeze through mundane tasks and focus on safely moving goods not only helps your bottom line, but it also shows you respect the job they do and are committed to giving them the best possible tools to do it.

The mandated use of ELDs has given fleets a once-in-a-generation opportunity to dramatically boost safety, efficiency, profits and driver satisfaction by embracing an automated, data-driven approach to fleet management.

It's important to understand that automated workflows don't replace drivers, dispatchers, and other critical staffers. Instead, they automatically push timely information that provides better data to your team and creates more time to perform critical work for even greater productivity gains.

Gains include not only the HOS monitoring enabled by ELDs, but also automated workflows and integrations with your existing TMS and other third-party apps to positively transform the way you manage every aspect of fleet operations.

Contact ISAAC to discover the transformative power of automated workflow technology, including the benefits for your drivers and fleet.





Together,
we **simplify**
trucking

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Talk to our experts to harness
the full potential of your team

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