



ISAAC Instruments: A New Generation of ELD Software

Raider Express is a refrigerated truckload carrier founded in 1998 and based in Fort Worth, Texas. It specializes in hauling grocery and food products in the contiguous forty-eight States.

Neil Roberts, Fleet Director, has been with the company as it has grown over the past 21 years. "We've scaled up over my time. We now run 350 tractors. For this industry, of course, that's still a smaller company. That means we can really focus on the details, and we do, both for our customers and our drivers. Raider Express is defined by respect, professionalism, a commitment to utmost safety, and ethical decision-making."

A new generation of ELD. Raider Express adopted ISAAC software in 2024. The company's previous ELD provider had recently decided to leave the market. "So," Roberts says, "I had a choice to make. We tested several of the newer ELD options, and for me, ISAAC was the clear stand-out." Roberts believes he made the right choice, noting that ISAAC has proved to be an upgrade both in terms of the scope of the functions that it provides and the performance of those functions.

Seamless integration with McLeod Software. Raider Express has been on McLeod Software since 2012 and updated to the latest version last year, Roberts says. The integration and workflow between McLeod and ISAAC has been excellent, he reports. "Honestly, they integrate so smoothly. That's given us the confidence to push forward with more auto-dispatch. Our previous ELD just did not provide enough positive support for us to feel comfortable with that move."



Three Benefits of the ISAAC and McLeod Integration

Every trucking company has unique needs. For Raider Express, Roberts identifies three areas in which ISAAC software has been a significant value-add. “We value safety, efficiency, and driver experience. We’ve successfully customized the ISAAC product and gained value in each of those areas.”

- 1) Insight into the moving fuel economy of the trucks.** “Typical ELDs just show you one all-in fuel consumption number that includes idle time. With ISAAC, I can monitor how two trucks are burning fuel driving down the same stretch of highway in the same conditions. If one is getting 10 miles to the gallon and the other is getting 8, that’s data I need. There’s a significant cost difference between those two trucks. So what’s going on in that second engine?

This is strategically important for us because **maximum fuel efficiency** is such a big priority in today’s market. I think any trucking company would tell you that your cash reserves take a hit when there are sudden oil and fuel price spikes. When you have to buy fuel today at \$5/gallon and the fuel surcharge won’t hit your Accounts Receivable till 60 days later, that’s a big bite. I think every trucking company in the US has an interest in closely monitoring the moving fuel economy of their units. At Raider Express it’s one of the things we look at on a daily basis. But **not every trucking company has software that’s giving them sufficiently granular fuel efficiency readings in real time.**”

- 2) Ability to fully customize what the drivers see.** Roberts praises the customizability ISAAC software offers. “Since we’ve completed the integration I’ve been happy with my ability to go into the back end to find the data we want and **mold the software to meet our strategic priorities.**” In particular, he notes the ability to shape what the drivers see on the LCD screen in the cab. “There are customizable buttons for hours-of-service modes, and you can create whatever buttons you might need for your specific operation. For me, we run refrigerated trucks, and I set up my drivers’ options accordingly. I could easily adapt to a different operating procedure if I needed to. For example, you can make a tarping button that puts the driver on tarping duty, if you’re running a flatbed. Or if a tanker was pumping fuel, you could have a button for that. You’re able to configure every employee’s dashboard so they immediately know what they need to know to perform their job.”

- 3) Remote safety support.** “The degree of remote access we have to every instrument in the truck is another feature we appreciate,” Roberts notes. “At Raider Express safety is one of our guiding priorities. A lot of our in-house analytics are focused on maintaining the highest safety standards. Accidents put a stain on the reputation of the whole industry. There are two complaints that you’ll commonly find on the internet about Raider Express, and they’re always from people we did not choose to hire as drivers. (1) Someone posts a negative review that we didn’t hire them, because they didn’t meet our standards for a clean background check and stable work history. Or (2) Someone complains because they want to speed. We are a 60mph fleet, because lives come first. Period. I actually appreciate those criticisms because they’re the perfect testimony to our heavy emphasis on safety.”

ISAAC has been a real value-add for this safety-first culture, he continues. “When a driver is on the road and they have a concern, they call up the safety team. A Safety Specialist can remote in to fix the issue, or follow along as the driver troubleshoots, providing support and guidance. **It really puts the Safety Specialists in the seat with the driver in a meaningful way.”**



Support You Can Count On

“Raider Express is a data-driven company,” Roberts says, noting that the company feeds data from McLeod and ISAAC into their own proprietary analytics and AI systems. “We’re cautious about whom we share our data with. In today’s world, you have to be. McLeod and ISAAC are partners that we trust.”

Matt Ruth, Vice-President of Implementation for ISAAC Instruments, values that trust. “Raider Express was a great partner to work with,” he says. “The integration between ISAAC and McLeod fit naturally into their existing ecosystem. Their team is highly data-driven and very intentional about how technology supports fuel efficiency, safety, and operations. What stood out was how quickly Raider Express was able to connect ISAAC data with their internal analytics and start using it in meaningful ways—from monitoring moving fuel economy to supporting drivers remotely. The flexibility of the integration allowed them to tailor the platform to their priorities without disrupting their workflows, delivering immediate value across both operations and safety.”



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