EBE One Partner Many Solutions

Managed Services
Maximizing Truck & Software Efficiency

Explore the benefits of implementing managed services for better business operations.

The Managed Services Model

A s the transportation landscape continues to evolve, trucking companies are facing notable challenges, like increasing nuclear verdicts, driver and staff shortages, regulatory complexities, and the need for advanced technology solutions. In response to these challenges, many trucking companies are turning to managed services to optimize their operations, enhance efficiency, and stay competitive in the market. Additionally, with companies seeking to gain better utilization of their knowledge workers, managed services offer an appealing solution by allowing them to focus on core tasks while outsourcing specific functions to third-party experts. These models bring a myriad of advantages to the trucking sector, enabling companies to streamline processes and adapt more swiftly to industry changes.

What is the Managed Service Model?

The term managed services refers to the practice of outsourcing business administration and management responsibilities to a third party. This is achieved without the need for the customer to purchase a system and with minimal Full-Time Equivalent (FTE) expense. The management of these processes is carried out remotely by the managed service provider.

Why are Managed Services on the Rise?

The global managed services market was valued at $279 billion in 2022 and is expected to rise beyond $500 billion by 2028. Why have they gained such significant traction? For most organizations, the technologies involved have become too advanced – and the threats too credible – to continue operating in-house. For organizations that are small, lean and growing, MSPs make it easier to acquire advanced technologies and security processes without an upfront investment. For organizations that are larger, an MSP provides the ability to manage an otherwise unwieldy security.
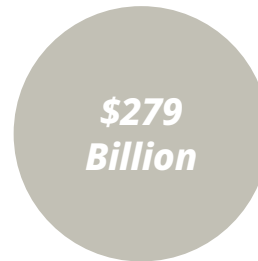
In this white paper, we aim to offer valuable insights into the managed services model in the trucking industry, helping industry leaders boost operational efficiency and competitiveness in a dynamic market.

https://www.statista.com/statistics/590884/worldwide-managed-services-market-size/
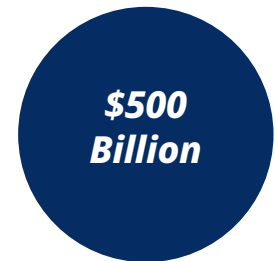
The Impact of Managed Services

Modern logistics pose many challenges for trucking companies, with nuclear verdicts emerging as costly hurdles. The rise in large verdicts against trucking fleets is evident, with the Institute for Legal Reform reporting an astounding 867% increase in verdicts exceeding $1 million between 2010 and 2018. How can trucking companies avoid these exorbitant fees?

Managed Service Market Value

$279 Billion

In 2022

$500 Billion

Projected 2028

To mitigate risk, trucking companies are adopting the managed services model, outsourcing tasks like fleet management, data analytics, and regulatory compliance. By leveraging advanced tech and adapting swiftly, companies are minimizing liabilities and navigating legal challenges better. This keeps supply chain risks in your line of sight so you can protect your profits, people, and boost productivity. Explore how managed services transform risk management and overall improve your business' resilience.

Claim Form

867% — Increase in Nuclear Verdicts

Over $1,207 — Average Spend on Employee Training

$5,600 — Average Cost of Network Downtime

https://instituteforlegalreform.com/research/roadblock-the-trucking-litigation-problem-and-how-to-fix-it/
https://trainingmag.com/2023-training-industry-report/
https://www.developers.net/post/the-state-of-the-developer-shortage-in-2023

Advantages & Components

New technology brings new challenges beyond the expertise of your current IT team. Whether your systems are cloud-based or on-premise, supporting them requires significant staff resources. However, recruiting and training new staff is costly, averaging over $1,207 per employee for training alone in 2022. With the ongoing IT talent shortage, finding skilled professionals is challenging. Managed services offers a solution by providing a team of IT specialists at a flat monthly rate. These experts can maintain your systems and enhance their performance. This allows you to allocate resources strategically, add or remove resources as needed and focus on the core of your business.

Instead of waiting for problems to arise, managed services take a proactive approach to maintenance. They utilize remote monitoring and fleet management to identify, diagnose, and resolve potential issues before they escalate. These maintenance services include predictive and preventive strategies, ensuring optimal performance for both trucks and software. In the rare event of a problem, managed services offer expert backup and data recovery services to swiftly restore your systems. Telematics, a key part of managed services, leverages advanced technologies to monitor and analyze real-time vehicle data, enhancing decision-making and overall efficiency.

With EBE's managed services, gain resources based in the United States, facilitating seamless communication and real-time collaboration. This proximity also enables faster response times to urgent issues, enhancing overall operational efficiency. Moreover, our team members are well-versed in regulations, industry standards, and cultural nuances, ensuring compliance and a deeper understanding of the specific needs of North American businesses. Having managed service staff based in the United States not only streamlines operations but also brings about a range of strategic and cultural advantages that positively enhance service delivery and client satisfaction.

Together, these components form a comprehensive solution that not only streamlines day-to-day operations but also enhances the overall reliability and performance of a trucking fleet. This holistic approach allows companies to benefit from expert insights, cutting-edge technologies, and specialized expertise, ultimately contributing to a more efficient and cost-effective business model.

What do you gain with Managed Services?

- **Driver Performance**
- **Fleet Compliance**
- **Real Time Data**
- **Data Recovery Services**
- **Lower Labor Costs**
- **Onshore Expertise**

https://trainingmag.com/2023-training-industry-report/

Successes and Lessons Learned

In the trucking industry, client success stories demonstrate the benefits of managed services, highlighting operational excellence and cost savings. These cases spark discussions on future technologies, like advanced telematics and AI, reshaping trucking. Join us as we explore current successes and future innovations in the industry.

Admiral Merchant

Admiral Merchant Motor Freight, Inc (Admiral Merchants), was founded in 1929 and focuses on flatbed cargo including heavy haul, oversize, and military loads. Admiral Merchants faced the challenge of streamlining their operational processes and workflow management, particularly within their owner-operator business model. While initial solutions addressed driver onboarding, the complexity of their owner-operator model meant additional tools were needed to ensure cohesion across departments and effective supervision of independent contractors. The aim was to go beyond mere data storage and create a seamless and automated workflow throughout the company, breaking down departmental silos and mitigating risks associated with their contractor-based model.

"With managed services, everyone in our organization is on the same page. We instantly get a complete picture of a driver in a single dashboard, which has made us more efficient and has allowed us to make data-driven decisions that help us mitigate risk."

EBE's managed services have allowed the staff at Admiral Merchants to work more efficiently in each department, not just in driver management. The credit and collections departments have instant access to claim statuses and are able to get instant updates when the status changes. The automated workflows inherent in the EBE's managed services help keep the cargo and accident department on track, since the response deadlines are custom configured to the needs of the department. With EBE's managed services, nothing falls through the cracks – not even minor claims – thanks to workflow alerts that notify employees what steps to take and when. Even more, employees in the claims department are able to distribute documentation directly to the insurance companies and other third parties, and the system even notifies staff when the company is in danger of exceeding the self-insured retention rate, which greatly mitigates any risk of future legal action.

— Mark Dooley, Manager of Risk
Admiral Merchants Motor Freight, Inc.

Shaw Industries Group

Shaw Industries Group, Inc. (Shaw), with a fleet of over 700 trucks, operates across the contiguous United States and Canada, delivering products far and wide. However, their operational processes were burdened with inefficiencies. For years, Shaw relied on manual entry for various crucial records like driver qualifications, accident reports, roadside inspections, compliance tracking, training, and vehicle records. This laborious process consumed hours of time as each file had to be entered individually into multiple internal computer systems. Additionally, this method led to silos of information, as different data types were stored separately, making aggregate reporting a challenging task.

"Our terminal managers now have more control over driver compliance with accident reporting and follow-up. This allows our Transportation Safety Department to focus on more urgent requests and new driver files."

After evaluating multiple software vendors, Shaw found that many of them offered nothing more than basic data file storage and retrieval systems. However, EBE's managed services stood out by not only agreeing to develop and install a configured accident module as requested but also by offering a tailored solution to meet their needs. Opting for EBE's managed services, Shaw underwent an evaluation of their existing system before the installation and configuration of the new solution. The results were impressive: administrative labor costs were slashed by a significant 33%, while fleet safety saw a notable uptick as incident responses were automated and training needs were promptly identified. Workflow efficiency soared thanks to the adoption of a paperless process, and the creation of a single point of data entry effectively eradicated information silos. Moreover, Shaw now maintains seamless DOT compliance, facilitated by automatic updates to TMW dispatch, ensuring a streamlined and compliant operation.

— Debi Gonneville, Manager-Safety, Shaw Industries Group, Inc.

Invest in EBE's Managed Services Today!

The trucking industry is a critical component of global supply chains, playing a pivotal role in the transportation of goods across vast distances. By outsourcing specific functions to specialized service providers, trucking companies can streamline their operations, reduce costs, and improve overall efficiency.

EBE

With more than 650 customers and over 50 years of experience, EBE has emerged as the clear market leader in enterprise business process management solutions for the transportation industry. We are dedicated to helping transportation companies of any size or industry segment improve operational efficiencies, enhance customer satisfaction and increase profitability by delivering innovative business information systems.

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800.447.0612