



Relay Express Reduces Dispatching Time by 25%

Customer Success Story

Regional Carrier Streamlines Medical Home Deliveries with Dynamic Routing

Every three hours, Relay Express would sweep their nine quadrants for medical home delivery orders, adding about 60 deliveries every slot. With this variable scenario, it became clear that there was room for efficiency gains.

They found it with CXT Software's dynamic routing module, Itinerary Planning.



What is Itinerary Planning?

Itinerary Planning is an easy-to-use tool that lets dispatchers assign over a thousand orders to drivers in just a couple clicks, with considerations like weight limits, driver capabilities and route efficiency automatically factored into the route plan. Once a plan is created, dispatchers can easily adjust time-windows and assignments with the drag-and-drop interface.



Serving the Midwest for over 35 years, Relay Express has expansive operations covering medical, industrial, and more.

relayexpress.com

In their evaluation of the module, Jim Bernecker, President & CSO of Relay Express, found that Itinerary Planning was saving their dispatcher "an hour and a half, or two hours a day - immediately" or roughly a 25% time-save.

Not only that, but those discrete three hour delivery slots could easily be "interlaced" together into smooth continuous sequences, reducing complexity and streamlining work.

Additionally, they've found utility in using it as a comparison tool for evaluating routes... "the beauty of it is [it's right there] if a dispatcher wants to go check his work".





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It's allowed them to maximize their ROI by fully utilizing the TMS platform that they've trusted to serve their operational needs for the past 15 years.

Overall, Relay Express found and continues to find Itinerary Planning to be a great asset, enhancing their efficiencies, capabilities and saving significant time each day.

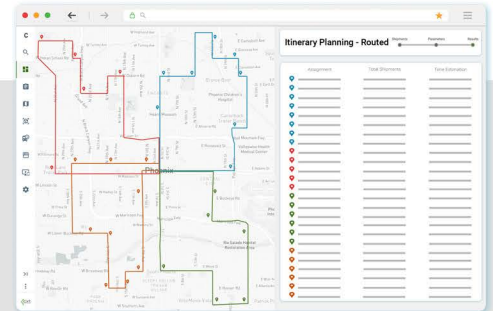
Results

Saved 1.5 to 2 hours for their dispatcher every day, or about a 25% time-save

Reduced operational complexity by connecting distinct delivery slots

Optimized dispatcher routing both through direct use and "check my work" comparison

Consolidated the tech stack by removing the need for yet another 3rd-party application



Try Itinerary Planning

AKA Dynamic Routing, this add-on module turns an 8-hour workday into an 8-minute workday.

Itinerary Planning lets you assign thousands of shipments or route stops to drivers in just a few clicks.

Intelligent assignment takes into account driver capability, vehicle weight and more, to pair the right driver with the right job.

Learn more about how Itinerary Planning can upgrade your operations by scanning the QR code below.



Contact Us

For a free business assessment

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