Queen Transportation is realizing measurable savings and improvements with ORBCOMM in-cab solutions

Queen Transportation & Logistics, based in Hickory, North Carolina, is a private, family-owned, asset-based carrier that delivers local, intrastate and interstate trucking and logistics services across the U.S.

Challenges
To address connectivity and operations management issues impacting driver log, Hours of Service and freight management practices.
With its existing tablet-based solution, Queen's drivers had ongoing connectivity issues that often forced them to resort to paper logs. The time-consuming process was impacting their productivity under Hours of Service regulations, leading to retention concerns, and using valuable management time to process paperwork manually.

After implementing a compliant Electronic Logging Device under the FMCSA mandate, Queen realized its drivers needed an in-cab system and ELD that was more intuitive, simpler and easier to use.

Inconsistent connectivity prevented Queen from using accurate GPS tracking data to work with shippers and receivers to analyze and reduce detention time. The lack of accurate, timely data and information also limited the effective use and integration with the fleet's enterprise management system.

The Solution
Since September 2019, Queen has been using ORBCOMM's in-cab hardware and truck management solution on its fleet of 65 tractors.

ORBCOMM's fleet management solution provides wireless connectivity through its in-cab hardware and integrated cloud-based analytics and reporting platform. The solution delivers GPS tracking and connects to the truck's electronics to collect data from a range of vehicle systems to help streamline management, maintenance and workflow processes.

The solution also automates Hours of Service calculations through ORBCOMM's ELD and provides live, on-board driver performance scoring to help correct unsafe driving behaviors that lead to accidents, fines and higher insurance costs.

Queen is using integrations that link ORBCOMM's data from its trucks to its McLeod Software transportation management system and workflow application. The carrier is also leveraging an ORBCOMM integration with the Drivewyze PreClear Weigh Station Bypass solution to minimize driver stops.

Results
Using ORBCOMM's in-cab hardware and fleet management platform leads to measurable savings.
According to its Vice President, Daniel Queen, the company is realizing significant savings in time spent reviewing and entering data from paper logs. Internally, phone calls from drivers—mostly about connectivity issues—have dropped 90 percent.

"In the first year, The ORBCOMM in-cab solution led to an estimated $25,000 in Hours of Service compliance and administrative time savings" Queen says. "Within two years we expect to realize a full return on investment in the technology in improved efficiency and performance. ORBCOMM immediately addressed the connectivity issues we were having with tablet-based systems and the frustration our drivers were experiencing. Just as importantly, they give us valuable insights across our operation, and, through integrations with our management systems, automated workflow and optimized fleet and driver productivity."

Queen is using ORBCOMM's solution to enhance operational efficiency through increased visibility and integrations, along with more effective automated management of their drivers and trucks.

Vastly improved GPS tracking and geofencing capabilities provide data on exact vehicle locations, enabling Queen to determine where there is excessive detention time and to work with customers to streamline operations at facilities to enhance the fleet's operational productivity and efficiency.

Driver satisfaction with the customizable, user-friendly in-cab system and its reliable connectivity has removed a large frustration by optimizing Hours of Service and has helped improved retention.

"ORBCOMM offers the flexibility and reliability we were looking for in a fleet management solution and enables us to ensure reliable service that goes the distance for our customers," Queen says. "The company has lived up to its promise to provide top-notch support by resolving any issues that arise quickly. This is a large investment for an operation our size. Especially as we continue to grow, we will benefit from a long-term relationship with ORBCOMM by taking advantage of its cutting-edge approach and ongoing development."

Contact us today at sales@orbcomm.com or 1-800-ORBCOMM to see how our solutions portfolio can enhance the way you do business, or visit us at www.orbcomm.com for more information.

About ORBCOMM

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