

CUSTOMER STORY



COMBINED TRANSPORT

Combined Transport Logistics Group, based in Central Point, Oregon, is a family of companies that offer flatbed, van, refrigerated, heavy haul, tanker, glass and a variety of specialized asset-based and logistics transportation services throughout the lower 48 states and Canada. Combined Transport Logistics Group operates 500 company trucks and utilizes the services of 80 owner-operators.

CHALLENGE

To monitor drivers and equipment operating across the U.S. Combined Transport needed to monitor driver violations in every state. At least four or five times each year, the carrier had a driver placed out of service for a license suspension or civil penalty without being aware of the issue in advance. In addition to **possible fines, the cost to the company included missed load deliveries that caused problems for its customers.**



“With Vigillo, we get results daily and we save hours in manpower because their products let us monitor CSA violations across every state. Without Vigillo, we don’t have access to violation data in each state that could place a driver out of service, generate fines, and hold up a load so we miss a delivery for a customer.”

—MICHAEL CARD, PRESIDENT

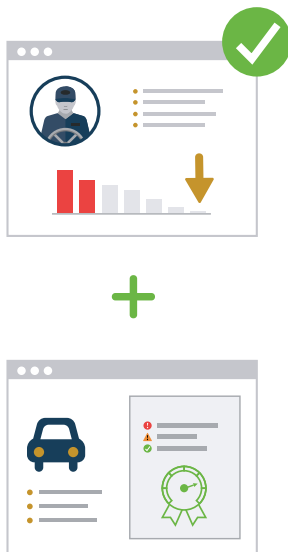
LOCATION: Central Point, Oregon

POWER UNITS: 500

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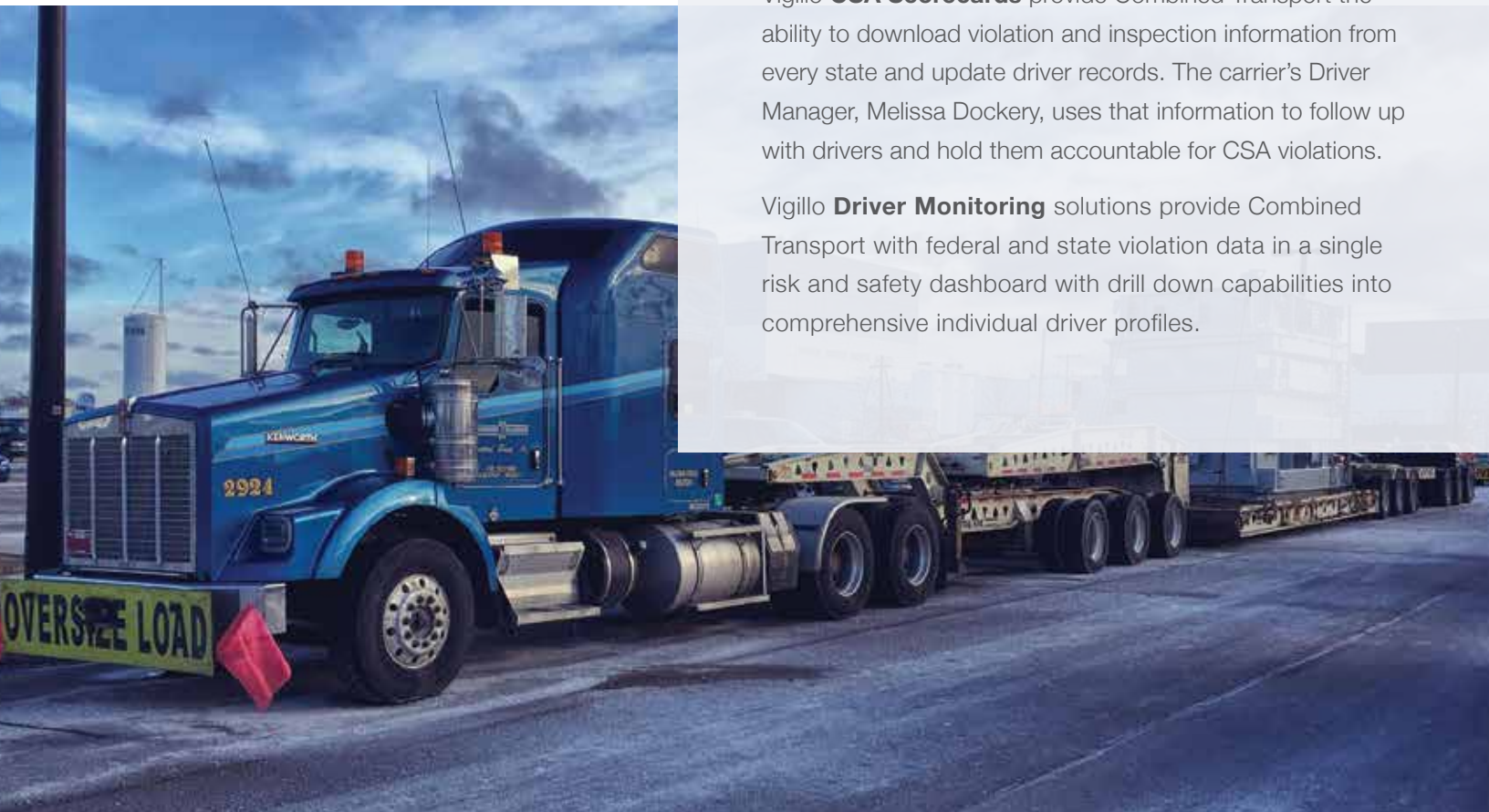
SOLUTION

The full suite of Vigillo products provides robust diagnostics and prescriptive solutions that enable the use of actionable tools to make dramatic safety improvements. Vigillo products in use at Combined Transport include **subscription-based CSA and Driver Risk Monitoring solutions.**

The Vigillo solutions are fully integrated with the enterprise management system at Combined Transport, which was custom developed for the carrier and is maintained by IT Manager John Card. The software interfaces with FMCSA databases to automatically and seamlessly download driver records and data on CSA scores and violations.

Vigillo **CSA Scorecards** provide Combined Transport the ability to download violation and inspection information from every state and update driver records. The carrier's Driver Manager, Melissa Dockery, uses that information to follow up with drivers and hold them accountable for CSA violations.

Vigillo **Driver Monitoring** solutions provide Combined Transport with federal and state violation data in a single risk and safety dashboard with drill down capabilities into comprehensive individual driver profiles.



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RESULTS

Eliminating Service Disruptions and Automating Driver Management



With Vigillo, Combined Transport has access to state-by-state and federal data on the license status and safety performance of each of its drivers. **Automated monitoring** for out-of-service issues and citations enables the carrier to proactively address issues and eliminate surprises when a driver's license has been suspended, with or without his or her knowledge.

The integration of Vigillo products with the enterprise and transportation management systems at Combined Transport is streamlining business processes. In addition to automating the download of driver records and violations, the solutions allow the carrier to access inspection data and DVIRs (Driver Vehicle Inspection Reports). Drivers at Combined Transport are eligible for bonuses when they receive a clean inspection.

As a result, Vigillo saves Combined Transport hours in manpower because their products monitor violations across every state and report results that could place a driver out of service, generate fines or lead to missed deliveries.



“When safety is your number one goal, the value of Vigillo in our operation is obvious. The cost versus the manpower we’d need makes their products a no-brainer. We don’t need to calculate a return on investment for their products because we know they help us keep our drivers safe day after day. Vigillo keeps us on the road legally and safely.”

—MICHAEL CARD, PRESIDENT

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