

CHALLENGES

Forthryte Services is proud of their ability to react quickly in the marketplace to the benefit of their customers and the detriment of their competitors. Efficiency and productivity are the key ingredients leveraged to achieve this advantage. Drivers are provided 30 min at the start of each shift for pre-trip and expected to be on the road immediately following their pre-trip. Each truck can serve up to 8 or more customers per day. Dispatch spent most of the day on the telephone with drivers and customers to coordinate schedules. Operators were not maintaining departure schedules and there was less insight to their location and status. Their competitive advantage was being challenged.

SOLUTION

The Forthryte team was looking for a company that understood Fort McMurray and the Oil & Gas industry. They were happily introduced to the Alberta based Certified Tracking Solutions team to address their challenges with the Titan GPS fleet tracking system.

RESULTS

Titan GPS immediately began to payoff for Forthryte. Daily reports were checked to confirm departure times and drivers were paid from the time the truck exited the yard plus the pre-trip ½ hour. Trucks were out of the yard on time. The dispatcher always knew where every truck was and at what stage of job it was at. He was able to assign new orders as they came to operators that could serve the request quickest and provide accurate ETA's to customers which greatly improved satisfaction.

As they became more comfortable with Titan GPS Forthryte began to realize more benefits than the expected improved accountability and faster response times. They set alerts to notify key personnel when aggressive driving events occur to improve safety. Titan GPS was there to assist when Forthryte was alerted that a driver was involved in a rollover accident. They provided the exact location to emergency services and a detailed incident report to the police. A dispatcher was able to move back to Ontario and carryout his responsibilities remotely which greatly enhanced their ability to retain and potentially hire personnel for this key role.



INDUSTRY	Oil & Gas Field Service
FLEET SIZE	10 + Heavy Duty Trucks
NEEDS	Live GPS Tracking Landmarks & Alerts Dispatch & ETA's Reporting & Analytics

COMPANY BACKGROUND

Forthryte Services Inc. is the only locally owned company providing Waste Disposal/Removal, Potable Water Supply and Septic Vac Service within the Regional Municipality of Wood Buffalo (Fort McMurray and surrounding area). Their experienced team of employees is dedicated to providing prompt and professional service at an affordable price.

TESTIMONIAL

"We pride ourselves on being able to react quickly for our customers and Titan GPS has really helped. Dispatch always knows where everyone is and how long it is to the next job. We're putting more jobs through and our customers couldn't be happier.

We're not as concerned with operators working alone after hours anymore. We always know where they are and can see the progress they're making on the road from anywhere. Titan GPS has become the co-pilot in our operation".

Source: *John McPherson*
General Manager

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