Are you ready to see your Key Performance Indicators improve?

Could you do a better job of controlling driver idle time and overtime?

Do you feel that you are operating reactively rather than proactively?

Then it is time to Change Your Game with COMMANDoptimize or INTEGRAoptimize!

Dispatch Optimization gives you peace of mind in knowing that every minute of the day you are making the most cost-effective use of your resources, you are providing the best possible service to your customers, and your dispatch team can quickly and efficiently recover from downtime and other unplanned situations.

Simply put, Dispatch Optimization is optimizing the use of your dispatching resources. Your plants, trucks, drivers, and raw materials are managed as accurately as possible to meet or exceed customer demands and still generate the maximum profit for your company. You define what is optimal for your business. COMMANDoptimize will make it happen.

Optimize your dispatch day with COMMANDoptimize or INTEGRAoptimize.
Are you looking for ways to improve the efficiency and profitability of your dispatch operations? Dispatch Optimization is an innovative approach to planning and managing your dispatch resources: your plants, trucks, and drivers.

The value of Dispatch Optimization is easily measured by your Key Performance Indicators. Cost per yard/meter, driver utilization, gross margin, and other tangible measurements of your efficiency and profitability can be vastly improved by adopting this game-changing technology with either COMMANDoptimize or INTEGRAoptimize.

COMMANDoptimize and INTEGRAoptimize rely on an optimization "engine" to continually evaluate your delivery requirements and dispatch resources to create and continually adjust a lowest-cost operational plan for your current and next dispatch day. Truck counts, locations, and capacities are evaluated continually to ensure that the optimal operational plan is being executed every minute of the day and that every dispatch decision balances the "lowest cost" solution for your operation with the best possible customer service.

What are the basic components for Dispatch Optimization?

**COMMANDoptimize**
- COMMANDseries CS08 current release
- COMMANDconcrete Truck Tracking (CC-TT)
- COMMANDconcrete Dynamic Scheduling (CC-DS)
- COMMANDfleet (CS-FLEET)
- Map Pages populated with accurate travel time, time periods, longitudes, and latitudes (Each order requires a valid Map Page)
- Vehicle Statusing System with accurate statusing
- COMMANDperformance
- COMMANDoptimize, including ORTEC optimization software
- Dedicated Optimization Server

Preferred, but not required:
- COMMANDconcrete Map Truck Tracking (CC-MT)
- COMMANDconcrete Map Order Entry (CC-MO)
- COMMANDconcrete Auto-Statusing (CC-AS) pref
- Time Clock Integration

**INTEGRAoptimize**
- Integra Enterprise 2011.0.6 or above
- Map Pages populated with accurate travel time, time periods, longitudes, and latitudes (Each order requires a valid Map Page)
- Google Map Interface
- Vehicle Statusing System with accurate statusing
- COMMANDperformance
- INTEGRAoptimize, including ORTEC optimization software
- Dedicated Optimization Server

Preferred, but not required:
- Time Clock Integration
Dispatch Optimization provides a framework that manages and measures the processes of your company to provide better service, reduce costs, and generate more money on your bottom line.

- Implementing Optimization requires focused efforts from many levels of the organization.
- As well as implementing new software, Optimization will require change to be proposed and accepted in your organization to ensure success.
- Our Optimization Experts will work hand-in-hand with your team to identify the changes that need to be made to help you address the areas where you want to improve.
- An Operational Assessment will guide the Change Management process. The basics of this assessment are:
  - Identify goals, problem areas, restrictions, current measurements
  - Observe and evaluate current dispatch operations, staffing, office layout, current dispatch system setup and usage, current reporting procedures and measurements, pricing, phone and answering systems, driver communications
  - Document Operational Assessment
  - Identify areas for improvement
  - Define performance measurements and establish baselines
  - Develop schedule for implementing changes, training, etc.

- After you are “live” with Dispatch Optimization our teams will continue to work together for daily, weekly, monthly, and quarterly reviews of performance measurements.

What is the industry saying about Dispatch Optimization?

With Dispatch Optimization in place Harrison Ready Mix of Oldcastle Materials has seen a “sustained 20% decrease in non-productive time and a sustained 18% increase in Gross Margin Percentages.”

Jack Delpendent, Director of Customer Service Oldcastle Materials

“The results Optimization has produced have been too good to be true.”

Cubic yards/hour +13.6%
Delivery efficiency +6.3%
Average load size +2.2%
Average trips/day/truck +0.57%
Average delivery labor cost -10.9%
Average trucks/day -3.54%
Average material cost -0.06%

Graham Fox, VP of Information Systems Titan America

“We are very pleased with the performance of COMMANDoptimize. The system has helped us to better understand how to balance our trucks and manage our fleet. As a result, fleet utilization is up significantly and our delivery efficiency has improved.”

Scott Dines, VP of Planning and Business Improvement Boral Construction Materials

“COMMANDoptimize has given our dispatch team real-time dispatch suggestions to increase fleet productivity, lower delivery costs, and provide superior truck utilization. Our on-time deliveries have improved, standby time has been drastically reduced by more than 30%, and we have experienced a reduction in idle-time and peak-leveling, all with the help of optimization. This system has given us the leading edge in providing superior customer service.”

Sean M. Regan, Customer Service Manager Ready-Mixed Concrete Company

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www.commandalkon.com
Dispatch Optimization General Features

- Allocates loads to trucks in advance for the entire dispatch day
- Considers the entire network of plants, trucks, and drivers
- Dynamically reschedules the entire dispatch day in seconds upon order changes, truck status updates, or if a plant/truck goes out of service
- Dispatchers are allowed to choose the optimized suggestion or reject it, in either case the dispatch day is automatically replanned based upon the dispatcher’s action
- Optimized Cost Balancing allows you to define and tailor the balance between service and the utilization you want to achieve for your business
- Plant loading and material requirements forecasting
- Assigns drivers to loads based on seniority, union rules, and availability
- Allows drivers to be assigned to tasks such as working in the yard or batching
- Offers start time ranges for orders
- "Learns" the unload rate of selected jobs and adjusts shipments accordingly
- Allows "lock-in" or exclusion of orders from certain truck types and/or attributes
- Allows orders to be assigned to a specific plant or available to all
- Allows plants to be specified as unavailable for certain orders
- Suggests different "return to" plant as truck departs jobsite
- Allows priority level to be assigned to customers, projects, and orders
- Integration with ScheduleCom Voice Scheduling

How does Dispatch Optimization help?

- A priority customer needs concrete now!
- Three drivers are approaching maximum driving hours.
- Two trucks expected back by now are running late.
  
  Will your dispatcher reschedule accurately?
- Plant 2 is overbooked and cannot load fast enough.
- A special mix available at only two plants is ordered.
- A customer has special truck requirements.
  
  What are the chances of making an error?

COMMANDoptimize and INTEGRAoptimize continually adjust the dispatch plan without distractions or stress, always thinking ahead while balancing service and efficiency.

Automated Voice Scheduling

COMMANDoptimize and INTEGRAoptimize work directly with ScheduleCom, our automated solution for communicating daily start times, locations, and other messages to internal and external staff.

Automate your driver call in process with ScheduleCom. Communicate daily safety messages or other important information to individual employees or the entire company. Record when employees receive messages and message responses. Integrate directly with time and attendance systems to provide actual clock-hours to your scheduler, and control clock-in times.

www.commandalkon.com

www.schedulecom.com
At the heart of our Dispatch Optimization solution is our long-standing partner, ORTEC, one of the world’s largest providers of advanced planning and optimization software solutions.

ORTEC brings to market the next generation of optimization technology - enabled by a clear vision of industry requirements and a commitment to expertise and advanced decision-making technology. ORTEC offers specialized training, consulting, project management, and state-of-the-art software products and services in seven areas:

- Workforce Scheduling
- Service Planning
- Vehicle Routing and Dispatch
- Pallet and Load Building
- Warehouse Control and Picking
- Production and Project Planning
- Logistics Consulting

ORTEC’s solutions result in optimized fleet routing and dispatch, vehicle and pallet loading, workforce scheduling, delivery forecasting, and network planning. ORTEC provides both best-of-breed, custom made, and SAP® certified solutions, supported by strategic partnerships. ORTEC has been in business for 27 years, has over 1,250 customers worldwide, and employs over 700 people in offices in Europe, North America, Asia, and the Pacific Region.

“With Optimization, we are able to use fewer trucks/drivers to deliver the same volume of material. At the same time, we are maintaining or improving on our on-time delivery rates.”

Steve Thomson, General Manager
Syar Concrete
Dispatch Optimization Takes Into Account

COMMANDoptimize and INTEGRAoptimize consider all of these factors when creating your dispatch plan:

- Driver call-in rules
- Union rules
- Driver seniority
- Plant opening times
- Deadhead costs
- Time of day
- Order and customer priorities
- Truck types required
- Truck type exclusions
- Truck attribute requirements
- Truck attribute exclusions
- Driver overtime
- Plant loading speeds
- Mix loading variances
- Mix cost
- Job start times
- Job start ranges
- Linked orders
- Plants down
- Need to load early (pre-loading)
- Trucks unavailable and on tasks
- Cost of being late
- Escalating cost of being late
- Cost of not recycling trucks to the same job

Benefits of Dispatch Optimization

- Continually updates and plans each dispatch day to obtain the ideal fit and correct balance between service and efficiency
- Provides consistent planning and replanning without distractions, fatigue, stress, or bias
- Provides immediate reaction to and recovery from changes and emergency situations
- Allows for more flexibility in planning and dispatching
- Ensures the highest level of service for your most valued customers
- Increases average load size by considering the best mix of trucks for all jobs
- Reduces dispatcher training time and turnover
- Reduces wasted time:
  - in the morning with precise driver call-in times and counts
  - in-yard by monitoring plant loading times to avoid queuing and takes advantage of an order’s delivery time ranges
  - on-job by matching delivery rates to unload rates
  - after a truck’s last delivery by suggesting when to wash out each truck
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Optimization Change Management

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Looking for results? COMMANDoptimize and INTEGRAoptimize are never distracted from delivering results to your bottom line!

What are the basic components for Dispatch Optimization?

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- Vehicle Statusing System with accurate statusing
- COMMAndPerformance
- COMMANDoptimize, including ORTEC optimization software
- Dedicated Optimization Server

Preferred, but not required:
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- Time Clock Integration

INTEGRAoptimize
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