

YRC Freight Cuts Cellular Costs & Upgrades Driver Devices with Zello



Problem:

YRC Freight was dissatisfied with its cellular network plan, which caused shipment delays and dissatisfied customers.

Solution:

Equipped with Zello, drivers and dispatchers stay connected and deliver materials on time and under budget.



Don Aye, Project Manager at YRC Freight, was in a bind. His drivers and dispatchers relied on cellular calls, but the network was expensive and didn't provide enough coverage. So, drivers had no reliable way to learn about changes to routes and schedules from dispatchers. This led to shipment delays and dissatisfied customers. After looking into push-to-talk solutions, Aye chose Zello because of its superior voice quality, low monthly price, and dedicated customer support. YRC Freight drivers and dispatchers now stay connected and collaborate to deliver materials at the right time and place. The money Aye saved on cellular costs went towards upgrading all of his drivers' Zello-enabled smart devices.



We needed something reliable that we could use with our drivers all over the country to communicate our issues and better serve our customers.”

Don Aye

Project Manager at YRC Freight

Problem

Drivers and dispatchers at YRC Freight relied solely on phone calls over a single network to communicate, but the cellular carrier didn't provide nationwide coverage. Drivers would borrow phones from strangers and customers to place time-sensitive calls to dispatchers. The cellular network was so expensive that Project Manager Don Aye was unable to budget for device upgrades for his drivers. As delayed and mistimed shipments increased, customers started to complain about the quality of service. Aye needed a quick, affordable way to better connect over 10,000 drivers and dispatchers.

- **YRC Freight's drivers and dispatchers used a cellular network that was too expensive and unreliable.**
- **Dispatchers were unable to effectively communicate with drivers about routes and schedules.**
- **The IT Department was unable to budget for a much-needed device upgrade for its drivers.**



Solution

Aye was researching modern push-to-talk solutions for transportation and logistics companies when he discovered Zello. After comparing it to several competitors, he worked with the IT department to install Zello on all of the drivers' and dispatchers' smart devices. Since Zello is designed to be simple and intuitive to use, they easily showed everyone in the company how to use it. Aye was especially impressed by the fixed, low monthly price, the support team's immediate responses, and the 24/7 technical support that continues to this day. Equipped with a reliable form of communication, drivers stay connected to dispatchers and receive the most up-to-date information about their routes and schedules. With this information easily accessible, they can ensure that customer materials are delivered at the proper time and location.

- **IT Department easily installs Zello on company smart devices and trains employees.**
- **Zello's customer success team assists with implementation.**
- **Dispatchers reliably communicate with drivers in order to ensure timely deliveries.**

Results

By adopting Zello, Aye enabled his drivers and dispatchers to reliably communicate about time-sensitive delivery information. Shipments are now received on time and at the correct location for customers all over the United States. By increasing the reliability of dispatcher communication, YRC Freight now provides better customer service, protects its drivers on the road, and secures its financial performance. By switching to Zello from a cellular network provider, Aye dramatically saved on recurring communication costs and was able to budget for a much-needed device upgrade for his drivers.

- **Customers are satisfied because deliveries are on schedule.**
- **Aye saves thousands on recurring communication costs in the IT budget.**
- **Savings go towards a much-needed upgrade of drivers' smart devices.**

About YRC Freight

Based in Overland Park, Kansas, YRC Freight is a large freight and logistics company providing transportation and delivery services to North America, Canada, and Puerto Rico. YRC Freight serves a wide client base, including major companies in the industrial, commercial, and retail sectors.



About Zello

Zello provides the leading push-to-talk solution for increasing communication and collaboration in businesses with mobile workforces. Companies and organizations of all sizes use Zello's award-winning push-to-talk app on virtually any device and network to improve productivity and efficiency of their operations. With instant voice communication, text messages, photo sharing, location tracking, emergency alerts, and more, mobile workforces use Zello to save time and money at the push of a button. Zello serves thousands of businesses and has more than 130 million users worldwide. Current customers include Honda, Restoration Hardware, Marriott Hotels, Uniqlo, Waste Management (WM), and YRC Freight. Zello is recognized as one of the most reliable communication tools for mobile workers by Wall Street Journal, New York Times, CBS, CNBC, USA Today, and TechCrunch.

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