TriLumen Systems

CASE STUDY

Regional Food Distributor · 75 Delivery Vans · Routing & Telematics

From Spreadsheet Dispatch to 98% On-Time

THE CHALLENGE

A regional commercial food distributor running 75 delivery routes across three states was losing margin on fuel and missing delivery windows. Dispatchers built every route by hand in spreadsheets each afternoon, with no view of live traffic, driver break compliance, or dock delays. When a truck hit traffic, the customer didn't hear about it until the window had already closed, and loads got rejected at the door.

OUR APPROACH

We kept the hardware they already owned. No enterprise logistics suite and no new devices for drivers. We built a middle layer on Python and Google Cloud Functions on top of their existing telematics.

Routes re-sequence themselves. As morning traffic changes, the system reorders the stops and pushes updated navigation straight to the drivers' existing tablets.

Customers hear first. When a truck's ETA slips more than 15 minutes, the receiving restaurant gets a text with a live tracking link automatically. No dispatcher has to make the call.

Dispatch by exception. Dispatchers stopped babysitting the routes that were running fine. They start the day with one dashboard showing only the handful of routes that need a human.

THE RESULT

82% → 98.4%	$142,000	4 hours
On-time delivery rate	Annual fuel savings	Reclaimed by dispatch every morning

Routes adjust themselves, customers are warned before a window is missed, and dispatchers spend their mornings on exceptions instead of spreadsheets.

> *"Before this, our dispatchers were essentially professional firefighters. They spent half their morning staring at spreadsheets trying to guess where traffic was going to break us. Now, the system handles the routing, our customers get a text with a live map before they even have to call us, and our team only looks at exceptions. It completely changed how our trucks run."*
>
> DIRECTOR OF OPERATIONS, REGIONAL COMMERCIAL DISTRIBUTOR

Have a Problem That Looks Like This?

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