



CASE STUDY:

Recker & Boerger

Industry: Home Appliance Delivery Installation & Removal

Founded: 1962

Areas Served: Greater Cincinnati and Northern Kentucky

Why WorkWave® Route Manager:
“The speed!”

How Home Delivery Businesses Work Smarter and Plan More Dependable Deliveries with Route Manager



Route Manager makes it easy for me to meet their requests. Now I'm able to use APIs to automatically trigger text alerts to customers and give my team visibility on where a driver is throughout the day. This tool has drastically improved communication among several teams.”

Arrive On Time & Keep Your Customer's Trust

When you've been delivering home appliances for over 50 years, your reputation is worth its weight in gold. Trust is considered a precious currency and to keep your customers' business, you need to put their needs first. In order to meet and exceed expectations, Recker & Boerger needed a route planning solution that made route planning easy, gave their team more control, and maximized efficiency.

“Our customers expect to receive confirmation on the planned delivery time and updates on expect-ed arrival,” says Michele Tillapaugh, Project Manager at Recker & Boerger. “Route Manager makes it easy for me to meet their requests. Now I'm able to use APIs to automatically trigger text alerts to customers and give my team visibility on where a driver is throughout the day. This tool has drastically improved communication among several teams.”

Route Manager allows you to build routes faster, eliminate paperwork, and follow progress with live GPS tracking on top of your map. This gives everyone on your team - from operations, to sales, to customer support - full visibility into each driver's route, confirm arrival and departure, and live ETAs (estimated times of arrival).



Increase Accountability & Efficiency

Have confidence and comfort in knowing that your drivers are following the approved schedule. By building smarter, efficient, and dependable plans that sync directly to drivers' smartphones, Recker & Boerger has seen an increase in accountability and improved times.

Not only will you increase driver efficiency, but your operation, will also gain time savings in the office. For Recker & Boerger, Michele is now able to focus on the bigger picture and move on to other projects because she trusts Route Manager's output. She was able to replace an older fleet management system with a faster, more configurable, and easier SaaS-based solution. This gives her team the flexibility to drag-and-drop orders, change delivery times, and manipulate the route as needed right up until their fleet is ready to start the day.

Route Manager is a cloud-based solution that is always improving with speed and updating maps — Recker & Boerger's customers, drivers, and operations have all benefited from improved routes.



Route Manager lives by our rules and the time-windows are specific - which our customers appreciate. Our team is working smarter and our deliveries are more dependable.”

“The biggest difference when you start using WorkWave Route Manager is the speed. It builds our routes extremely fast! The tool we were using before would take forever and then once we got it right, the route wasn't easy to manipulate,” explained Michele. “Route Manager lives by our rules and the time-windows are specific — which our customers appreciate. Now my team is working smarter and our deliveries are more dependable.”



Here are some ways that the **Route Manager 360 app** is able to help drivers:

- **Stay focused on work and field less calls from the warehouse**
- **Reduce paperwork and keep order information organized with instant access to details (like name, phone numbers, etc.)**
- **Easily navigate throughout the day**
- **Sync arrival/departure times and share status through digital proof of delivery - record audio files, pictures, signature, and text files**

Here are some ways that Route Manager 360 with
GPS tracking has empowered Recker & Boerger's operation:



Give sales team visibility into available
time-windows for future deliveries



Sync with CRM via API integration -
streamlining workflows and processes



Enable planning up to the last minute,
allowing for more sales



Quickly confirm driver ETAs based on
their current location



Quickly plan same-day delivery or pick-up
and dispatch changes directly to driver



Trigger automatic notifications to customers
through APIs and 3rd party providers



Reduce the need to call drivers on the road
for status update



Solve and prevent issues that could
impact a customer or route

PLAN SMARTER, MORE DEPENDABLE DELIVERIES.

Visit [WorkWave.com/Route-Manager](https://www.WorkWave.com/Route-Manager) or call 866-497-4993 to learn more!