

SUCCESS STORY:

Banyan Technology's Freight Visibility Helps Trinity Logistics Deliver Results

INTRODUCTION

Trinity Logistics, a third-party logistics (3PL) provider headquartered in Delaware, was experiencing shipping challenges caused by recent events, specifically the COVID-19 pandemic. Offering freight solutions for businesses of all sizes in truckload, less-than-truckload (LTL), warehousing, intermodal, drayage, expedited and international, Trinity utilizes a dynamic mix of human ingenuity and innovative technology to meet industry challenges head-on.

CHALLENGES

As a result of the COVID-19 pandemic, Shippers and 3PLs face a host of issues, including new restrictions, equipment and driver shortages, rate increases, and carrier capacity constraints. The industry was seeing general rate increases across the board from all carriers, ranging between 4 and 6%. As the economy continued to recover from the pandemic, logistics companies needed to adapt and build better relationships in order to thrive.

“Obviously, COVID-19 has affected all of us,” said Stacey Howell, Vice President of LTL for Trinity Logistics. “The additional regulations and restrictions it caused have really put a damper on the flow of our industry. Drivers are spending an extra 5-12 minutes per pickup and delivery to meet precautionary measures, which slows down the whole supply chain.”

TRINITY



SOLUTION

For Trinity Logistics, its partnership with Banyan Technology made managing these challenges easier.

“Banyan’s API connections and visibility have been the key to our success to put our customer’s shipments in the lanes that best fit our carrier’s network allowing Trinity to still maintain costs as the carriers needs change,” Howell said.

Using Banyan’s flexible freight technology platform, LIVE Connect™, Trinity and its customers are able to fully automate their freight management process, from order through invoicing. They also have real-time access to quotes from all of their preferred carriers, the ability to book shipments in the right lanes, and can track the shipment throughout the supply chain. Additionally, validating freight invoices has been streamlined and automated through Banyan’s Freight Bill Management tool.

“Through Banyan’s technology, we offer real-time information and data that helps automate our customers freight management process,” Howell said. “And having full visibility of customers’ freight allows us to make good business decisions on our customer’s behalf.”

In addition to providing Trinity with direct access to carrier pricing and eliminating the need to manually enter carrier pricing contracts, LIVE Connect has created operational efficiencies for Trinity and its customers through the shipment and carrier data that it tracks using LIVE Connect.

“Banyan’s analytical reporting tool gives us access to a dashboard full of quality performance data,” Howell said.

RESULTS

Trinity Logistics has a history of success with Banyan’s LIVE Connect platform.

“One of the biggest benefits of bringing Banyan to Trinity was automation,” Howell said. “Banyan helped us create new operational efficiencies and streamline processes. Banyan allows us to offer both time and cost savings to our customers. Time savings through automation, and cost savings through dynamic pricing options and real-time intel.”

Through its automated load tendering function, LIVE Connect helped reduce Trinity’s dispatch time by 90%. It now takes Trinity 0.5 seconds rather than minutes to dispatch a load. By taking advantage of Banyan’s volume quoting functionality, gathering quotes that previously took 10-15 minutes by phone or email, now only take 1.5 minutes to pull and view carrier rates. The mass load quoting and building capability saves Trinity more than 50% of their time by having the ability to import spreadsheets for mass quoting and load building.

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- Stacey Howell, Vice President of LTL for Trinity Logistics

ABOUT BANYAN TECHNOLOGY:

Banyan Technology provides the industry’s most flexible technology solution with the most carrier connections for real-time rating, scheduling and tracking of shipments. Our LIVE Connect™ platform delivers innovative resources to help clients make better decisions through increased data availability and shipment visibility, saving them time and money.