



**Centerline's
DMS team provides
exceptional service
to drivers and
customers**

Client

A truckload provider specializing in the driver experience and custom supply chain solutions for our customers.

Challenge

The client was unhappy with their incumbent provider and the service they were providing. They contacted the Centerline Driver Management Services (DMS) team to take over the account. We were tasked with replacing their previous provider's entire administrative and management team.

Results

The Centerline DMS team took over the account immediately and got to work helping the client create a more effective operation. Our team started completely from scratch and built the management operation from the ground up. Each team member was hand selected to play to their strengths and provide the customer with the best possible outcome.

Our DMS also focused on providing our drivers with excellent support and engagement. The customer requires 67 full-time drivers to keep their operation running. Because of the nature of their work, these drivers face many challenges including adverse weather conditions, difficult traffic conditions through major cities, and demanding hours of service. Our DMS team works hard to engage drivers and keep their morale high. Because of this, they have a year-to-date on-time performance of 96.7%. Due to the team development, we've also sustained 104% driver capacity. This allows for drivers to take much-needed time off and create a work-life balance.

Overall, our customized process allows our DMS team to provide exceptional service to the customer and our drivers.

Drivers have an on-time performance rate of **96.7%**



Our drivers on one account are **injury-free with over 6 million miles driven** and with 18,700 stops.