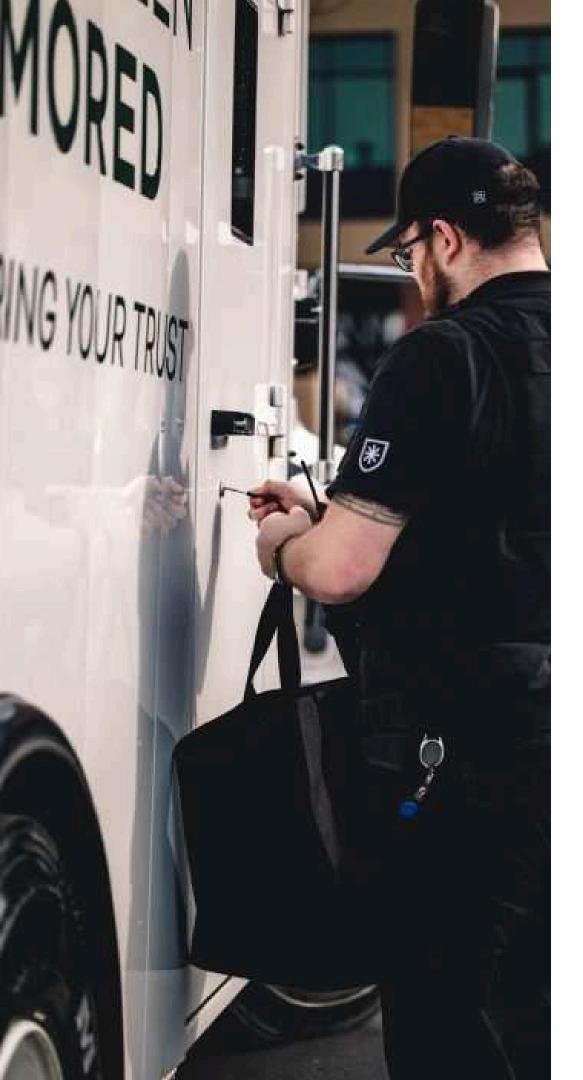# Always Secure, All Ways Secured

A story of resilient and secure Salesforce implementation

Safeguarding Unparalleled Security Solutions

Evergreen Armored Transport is a leading provider of secure transportation solutions in the Transportation industry, specializing in the safe and efficient transport of high-value assets, including cash, precious metals, and sensitive documents. With an expansive network and a reputation for reliability, Evergreen Armored Transport has served financial institutions, government agencies, and commercial enterprises for over a decade.

As their business expanded, Evergreen faced significant challenges in managing their logistics, ensuring real-time tracking of assets, and maintaining compliance with stringent security regulations. Recognizing the need for a more sophisticated, scalable, and integrated solution, Evergreen sought out our services to overhaul their operational systems. Their primary goal was to implement a comprehensive Salesforce solution that would enhance operational efficiency, improve asset tracking, and ensure compliance with industry standards.

The Challenge Of Managing Secure Logistics

Evergreen Armored Transport was grappling with outdated legacy systems that could no longer support the growing demands of their business.

The key challenges included:

- **Inefficient Logistics Management:** The existing system lacked the capability to manage the complex logistics involved in armored transportation effectively. This inefficiency led to delays, increased costs, and the potential risk of asset mismanagement.
- **Lack of Real-Time Tracking:** Without real-time tracking capabilities, Evergreen struggled to maintain visibility over their assets in transit, which is critical for ensuring the security and timely delivery of high-value goods.
- **Compliance and Security Concerns:** Given the nature of their business, Evergreen needed to ensure strict adherence to security protocols and regulatory compliance. The legacy systems were inadequate in providing the necessary support for these requirements, putting the company at risk of non-compliance and potential security breaches.

These challenges necessitated a robust solution that could streamline operations, enhance security, and provide real-time insights.

Custom Solution for Process Improvement

To address Evergreen Armored Transport's challenges, we implemented a tailored Salesforce solution that transformed their operations. The solution included:

Salesforce Field Service
We integrated Salesforce Field Service to optimize their logistics operations. This module allowed for better route planning, efficient resource allocation, and real-time updates on the status of transportation vehicles, ensuring that all assets were delivered on time and in perfect condition.

Real-Time Asset Tracking
Leveraging Salesforce's IoT capabilities, we enabled real-time tracking of assets in transit. This feature gave Evergreen full visibility over their operations, allowing them to monitor the location and status of assets at any time, thereby significantly reducing the risk of loss or theft.

Compliance Management
We customized Salesforce to include compliance management tools, ensuring that Evergreen could easily adhere to all industry regulations. This included automated compliance checks and secure documentation workflows, reducing the administrative burden and ensuring that all security protocols were strictly followed.
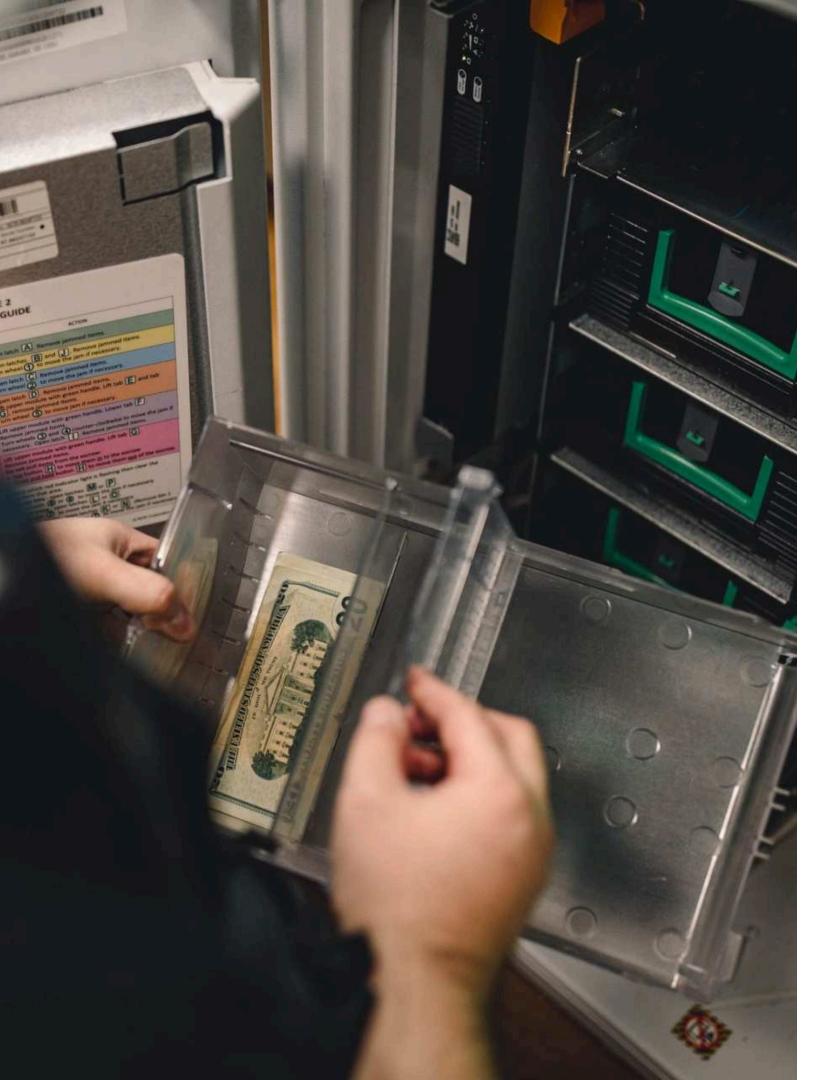
Profoundly Impacting Evergreen Armored Transport Operations

The new system streamlined logistics operations, reducing transportation delays by 25% and lowering operational costs by 15%. The automation of route planning and resource allocation minimized human errors and optimized asset delivery times.

With real-time asset tracking and automated compliance checks, Evergreen significantly reduced the risk of asset loss and non-compliance penalties. The company achieved a 100% compliance rate in their most recent audits and improved the security of high-value asset transport.

The ability to provide real-time updates and ensure timely deliveries enhanced Evergreen's reputation for reliability. Customer satisfaction scores increased by 20%, leading to stronger client retention and new business opportunities.

New Benchmarks

Setting New Industry Standards

"The Salesforce implementation has been a game-changer for us. We now have the tools to not only meet but exceed our clients' expectations, and we are confident in our ability to continue delivering exceptional service as we grow."

Evergreen Armored Transport's CEO remarked.

The transformation of Evergreen Armored Transport's operations through Salesforce has set a new standard in the industry for secure transportation. The client expressed their satisfaction with the project, noting the significant improvements in operational efficiency, security, and compliance. Their management team highlighted the ease of use and scalability of the Salesforce solution, which has positioned them for continued growth and success in a highly competitive market.