

DRIVING FORWARD WITH COMPLIANCE

Revolutionizing Transportation
Operations with Salesforce

Steering Compliance in Transportation Technology

TRANS-COM® is a leading Transportation Compliance Company specializing in ensuring that motor carriers and passenger companies remain in full compliance with both state and federal Department of Transportation (DOT) regulations. Their services encompass a wide range of compliance needs, including vehicle registration and permitting, road taxes, driver qualification files, and drug and alcohol testing. Additionally, they provide extensive training for drivers and managerial staff to ensure adherence to DOT record-keeping requirements and regulations.

TRANS-COM's reliance on paper-based processes led to inefficiencies, inconsistencies, and a lack of standardization across clients, making it challenging to maintain compliance and onboard new drivers efficiently. Recognizing these challenges, TRANS-COM sought to leverage Salesforce's capabilities to automate, standardize, and streamline their operations, ultimately aiming to enhance their service delivery and client management.





Navigating Operational Inefficiencies

Before engaging DTC Force, TRANS-COM faced significant operational challenges rooted in their manual, paper-based processes. The absence of a centralized system resulted in fragmented data management, making it difficult to track compliance statuses, manage driver onboarding, and handle the vast amount of documentation required by their clients. The onboarding process for new drivers and companies was cumbersome and time-consuming, often leading to delays in service delivery.

Additionally, the lack of standardization across clients created inconsistencies in how compliance requirements were met, exposing TRANS-COM and their clients to potential regulatory risks. These pain points highlighted the need for a robust digital solution that could centralize operations, ensure consistency, and provide real-time visibility into compliance and onboarding processes.



Mapping the Route To A Tailored Salesforce Solution

DTC Force approached the project with a strategy centered around Salesforce Sales Cloud and Experience Cloud

The solution was designed to address operational inefficiencies by introducing a centralized platform where all client data, compliance documents, and onboarding processes could be managed seamlessly. Salesforce Experience Cloud was configured as a customer-facing portal, allowing trucking companies to submit and manage their compliance documents in real-time.

Accelerating Efficiency and Compliance

The implementation of Salesforce transformed TRANS-COM's operations by providing a centralized, automated system that significantly improved efficiency and reduced manual workload. The customer portal enabled trucking companies to self-manage their compliance documentation, leading to faster turnaround times and reduced administrative burden on TRANS-COM's internal team. The automated notifications and alerts ensured that

Compliance documents were always up-to-date, mitigating the risk of regulatory non-compliance. The integration of Adobe Sign within Salesforce allowed for seamless digital signatures, accelerating the onboarding process for new drivers and companies. Overall, the implementation not only streamlined TRANS-COM's operations but also enhanced the client experience, resulting in higher customer satisfaction and stronger compliance adherence.



Sustaining the Drive for Long-Term Growth and Compliance

The successful deployment of Salesforce has positioned TRANS-COM to scale its operations efficiently while maintaining high standards of compliance across all clients. The centralized system provides a foundation for ongoing enhancements and the ability to adapt to evolving regulatory requirements. As TRANS-COM continues to grow, the scalability of the Salesforce platform ensures that their operations remain efficient and effective, regardless of the increase in client volume or regulatory complexity.

The partnership between TRANS-COM and DTC Force is expected to evolve with continuous improvements and support, ensuring that the system remains aligned with the company's strategic goals and the dynamic landscape of transportation compliance.



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