

Partnership in Supply Chain Innovation

ROI Snapshot - RPM



At RPM, our technology drives us forward; it maintains and extends our foothold in the market. This allows us to create custom logistics solutions, making us a premiere partner in the shipping and carrier spaces.



Rick Grubb II
Chief Information Officer
North America & Europe
RPM

The Business Challenge

RPM knew to stay ahead of competitors and lead the vehicle and specialized freight transport space, it would need a total digital transformation. Their vision was to remove friction points and communication barriers throughout the supply chain to create the best experience for customers, employees, and carriers. In 2016, RPM reached a point where a modern transportation management solution (TMS) would become central to this vision, and innovation would lead to more happy customers and accelerated revenue growth.

The Solution

An Ecosystem of Collaboration and Innovation with Turvo

RPM turned to Turvo early in its digitization journey for its single-data access point and promise of connecting internal and external systems, data, and people for 100% visibility of shipments. Where other TMS' only allow users to see problems, Turvo enables collaboration and tools to fix them in real-time. With Turvo, the shipper-broker-carrier relationship is seamless and RPM customers drive their own supply chains. RPM executes tens of thousands of transactions per month and delivers hundreds of thousands of vehicles per year through a combination of operational and digital expertise with Turvo central to this success.

We're investing in tech, people, and operational execution to know where goods are at any point during the shipping process to exceed the end-customer's expectations. Turvo is central to our transportation management process.

Shipment Tracking

Customers can enjoy a fantastic user experience accessing shipment status whenever they want, without getting inundated with emails, texts, and calls.

Self-Paced eLearning

Turvo Academy's web-based certification course delivers fast onboarding covering operations, admin, and accounting roles.

Exception Management

Dashboards push critical priorities first, so RPM focuses on what needs attention, rather than everything that comes their way.

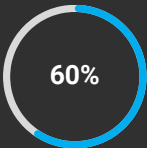
Flexible Integration

Turvo's open APIs connect RPM's inhouse and industry applications.

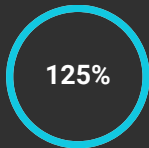


Bradley Janer
VP Customer Operations
RPM

THE ROI



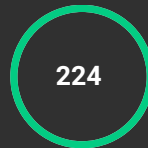
Year-over-year revenue growth.



Labor hours saved with self-guided new-hire training through Turvo Academy.



Vehicles moved in 2022.



Customer Contacts view & track their own shipments with no check calls.