Managing Trailer Moves, a Brief Case Study

**RCM Dedicated Services** is a Trailer Dealer with headquarters in Anthem AZ. Upon sale RCM provides delivery of the equipment to their customers. Through their network of vendors, between 800 and 1000 trailers are moved per year to clients throughout the United States. In mid-2014, RCM began to search for a software system that would allow them to more easily manage their growing network of vendors and trailer deliveries.

Having managed their processes through spreadsheets and emails for the previous seven years, RCM had a strong understanding of their current processes. And although these processes worked, they had several ideas in mind that they thought could enhance this process and make the entire team more efficient. High on their list of needs was a system that could scale with their growing business, could improve visibility of moves across the organization, and would store all communications pertaining to the move in a single location.

After several collaborative discussions with TRTechnologies (Trailer Relocation Technology), RCM selected the **TRT Portal**, a web-based solution, to manage and coordinate their network and trailer moves. “The platform allows us to accurately assign, track, and confirm each piece of equipment throughout our network of vendors with a standardized process”, explains Operations Manager, Erin Arreola. “And a favorite feature of mine”, continues Arreola “is that multiple users can view all facets of an individual move at any time of day. This has greatly decreased the need for additional email updates throughout the day.”

The **TRT Portal** enhances the relationships between equipment owners and the network they use to move, relocate, and/or balance their assets. Equipment owners simply post their trailers online and vendors within their network request the move. The posting party accepts the request and all communication continues online until the delivery of the equipment has been verified. “It is a fantastic feeling to know we can find everything we need right in one spot”, says Arreola.

The solution also allows equipment owners to extend their network and post equipment to a public network of drivers, electronically compensate their network, and is accessible via multiple devices including computers, tablets, and smartphones. For RCM, the solution has streamlined and simplified their overall process. “Everyone has been courteous, knowledgeable, and responsive”, states Arreola. “Simply using the platform has allowed us to devote additional time to other areas of our business.”

To collaborate with TRTechnologies and find out more about our solutions, contact:

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