



Benchmarking TC-07

CHAIRMAN:	Roy Cox, Best Logistics
VICE CHAIRMAN:	Jon Vinje, Halvor Lines
FINANCIAL ADVOCATE:	Duane Graves, Pottles Transportation
TCA STAFF LIAISONS:	Kristen Bouchard
MODERATOR:	Jack Porter

AGENDA:

DATE AND TIME: October 3rd & 4th, 2017

PLACE: **Andaz Savannah
Savannah, GA**

Tuesday, October 3rd

- I. Breakfast in the Meeting Room at 7:30AM**
- II. Call to Order at 8AM**
 1. Opening Comments from the Chairman
 2. Review the Agenda & Housekeeping
 3. Roundtable Introductions
 4. Anti-Trust Review
- III. “Hot Topics”- Each Carrier can address**
 - What are your Biggest Challenges heading into the 4th Quarter & 2018?
 - What are your Biggest Opportunities heading into 4th Quarter & 2018?
- IV. Special Meeting Composite Review:**
 - We will start the meeting off with a Business Performance Review of the Group. What things are working and what things are not working, we will be using the **JUNE COMPOSITE**
- V. Break at 10:00AM**
- VI. MIS Department Structure and Discussion: – Return Survey**

We will review the Survey Results and discuss the below topics.

 - What are the parameters used to develop a technology budget?
 - i. How do measure ROI on technology projects?
 - How do you Prioritize and Track Projects in the MIS Department?
 - i. What projects do you Outsource and why?
 - How are you integrating social media into the business process?

VII. Technology Personnel:

- How do you Recruit, Retain, and Manage the Leadership of the IT Department?
- Explain the Communication system you employ for IT leadership with Leadership?
- How do you decide when you need to add people?
- How do you Source Outside Software Consultants?
- What do you use for internal Data Warehousing software, and, Business Intelligence Software? Who in your Company does the BI analysis?

VIII. Lunch at Noon

IX. Mobilecomm solutions (Peoplenet, Qualcomm, etc.)

- Hardware and Communication reliability
- Data integration pros/cons
- Anyone using Bring Your Own Device?
- Company issued tablets or phones with Mobile Device Management?

X. Planning & Routing Software:

- Load Planning and Route Optimization software
- Real-time lane rating and integrating with DAT.
- Yard check integrating with Equipment Maintenance systems

XI. Vehicle Equipment Software:

- OEM software platforms for monitoring equipment performance and maintenance codes. (ex. Virtual Technician from Freightliner)
- How well do they work? What works the Best for the Company? What works Best for the Driver?
- Best ROI for all the Technology purchased?
- Experiences around using tablets and mobile devices to replace current “fixed” hardware
- Are you using Trailer Tracking: what are the Pro’s & Con’s?

XII. Break at 3:00PM

XIII. Navigation Software Instant Messaging:

- Best provider? (Rand McNally, Garmin, ALK, etc.)
- Company issued, part of mobilecomm, or bring your own?
- Weather and traffic alerts?
- Synchronization with back office routing?
- What if any Instant Messaging do you use?

XIV. In-House Training:

- How do you Train New Employees on the Transportation System?
- What Ongoing Training Curriculum and Criteria do you have for your In-House System?
- How do you Manage Microsoft product end of support cycles and training?
- Windows 10 (has anybody tested the technical preview in their environment?)

XV. Group Dinner @ 6:00 PM

Wednesday, October 4th

XVI. Breakfast in the Hotel at 7:30am

XVII. 8AM Meeting Called to Order: ADMINISTRATION:

- Old Business
- New Business
- Meetings:
 - **April 10th & 11th – Best Cartage, Kernersville, NC**

XVIII. Best Idea Session:

- This Session will have a focus on your best Technology or Software Idea that you have implemented to help increase the productivity or Efficiency. **Forward me the Electronic version of your presentation BEFORE THE MEETING!** Bring 1 Written copies of your Presentation.
- Each Carrier will put \$40 in the Pool; after all presentations we will vote for the top 2 Presenters, and they will split the pool 60/40. Good Luck!

XIX. Break at 10:30am

XX. Cyber Security:

- Cybersecurity (preventing breaches, malware, spam)
- External threat focused security practices
- Internal threat focused security practices
- Security audits and processes that have yielded successful results
- Data loss prevention tools and monitoring
- How do you source and budget for Outside Support & Help?

XXI. Member Open Discussion on the Following Topics, and More:

- Cloud Technology and Use:
 - i. High availability and redundancy with Cloud hosted technology
 - ii. Ensuring data privacy in cloud hosted environments
 - iii. Unified communications in the cloud
- Messaging: Inter-company & Intra-company
- Web chat: Planning/Implementing effective messaging strategies
- Imaging: Back office Integrations & How to achieve better document management
- Video conferencing: How is it setup? Is it effective?

XXII. Adjourn Meeting at Noon