



Sanimax

HighJump Route Accounting and Mobile Pre-Sales and Delivery Solutions Boosts Organization-Wide Efficiency and Productivity

Quick Facts:

HighJump Products: HighJump® Route Administrator®, HighJump® Route Assistant®, HighJump® RouteTrack™
Routes: 207

Company Profile—Sanimax

Sanimax reclaims materials such as animal by-products and used cooking oils, renews or transforms them at its facilities and returns them as high-demand goods such as tallow, glycerin, proteins, leather and biofuels. The company ships worldwide to top manufacturers in the pharmaceutical, chemical, cosmetics, leather, energy, animal feed and pet food sectors. Sanimax utilizes over 200 routes to pick up materials from its customers to return to its 24 locations across North America for processing.

Challenge

Before implementing its HighJump system, Sanimax was managing its operations with paper. Armed with a stack of paper representing the day's stops, drivers would sit in their trucks each morning to plan their daily route. While at a customer site, the drivers would make note of each pick-up on a piece of paper, which would get entered into the company's financial system that night. The paper-based process also meant the back office couldn't send invoices to customer until days after their orders were picked up. The process was error-prone and inefficient.

Solution

The company implemented HighJump Route Administrator, HighJump Route Assistant and HighJump RouteTrack to manage 207 North American routes. The HighJump solution was implemented in conjunction with the Microsoft Dynamics® ERP. The HighJump system manages all customer interactions, pick up and deliveries.

The HighJump Route Administrator route accounting system creates the backbone of Sanimax's operations. As the operational hub, this powerful solution manages routes, hand-held computing devices, customers and driver schedules. It also provides sales order management, inventory management, route planning, delivery,



driver reconciliation and financial accounting for the efficient execution of front and back office operations.

The HighJump Route Assistant mobile presales, service and delivery solution extends the HighJump Route Administrator route accounting system into the field to run driver handheld devices. HighJump Route Assistant equips the Sanimax drivers with tools for immediate access to up-to-date order and customer information.

HighJump RouteTrack utilizes GPS (Global Positioning System) data to simplify the task of improving driver productivity by directing Sanimax's workforce to the most efficient and profitable routes, providing management detail on worker activity.

Results

Overall, Sanimax has seen productivity and efficiency increase across the organization. The back office is leaner while providing faster service for customers. The company's complex pricing and payment process has been streamlined and simplified. Data is now available in real-time, and employees can count on its accuracy. Routes and equipment are optimized, leading to efficiency and cost savings.

Simplifying Complex Pricing

The HighJump solutions helps Sanimax manage complex pricing schemes. Sanimax has a unique route process where it is compensated for each pick-up and its customers are paid a commodity price for the materials collected. Sanimax can now offer customers more accurate pricing information through a real-time data transmission that incorporates pertinent mercantile commodity rates.

Improved Customer Service

The HighJump system has enabled Sanimax to reduce customer wait times and to react more quickly to customer orders as a result of optimized route scheduling and turn-by-turn GPS navigation. Invoices and payments are processed more quickly. The dispatchers and customer service employees have been able to better handle requests

from customers by giving them estimated pick up times.

Improved Processing Accuracy

The system enables Sanimax drivers to complete a full transaction right at the customers door step, saving significant back office processing. Sanimax has also customized data fields by customer, so drivers can select from pertinent drop down fields. Both of these new processes have helped minimize errors.

Route Optimization

Driver used to sit in their trucks in the morning and plan their route for the day. Now drivers just need to grab a mobile device, jump into the truck and take off. They can be confident they will be taking the most optimized route designed to best serve their customers.

"Our routes and schedules are now based on past data, enabling us to plan customers pick-ups based on average consumption rates," said Simon. "However, the real-time dispatch capabilities allow us the flexibility to re-route our drivers to respond to customer emergencies. Our HighJump system allows us to fine tune and tweak routes to really make them

efficient. We've been able to reach that next level of optimization."

The HighJump system also recommends which equipment to be used by drivers. The system uses route data to plan which barrels and trucks to use on each route, saving the company on fuel and ensuring the most efficient use of equipment.

Reducing Environmental Impact

"The environment is really important to us," said Simon. "Optimization of everything has allowed us to really save on fuel and numbers of trucks we own. We've lessened our impact on the environment, and ultimately decreased our carbon footprint."

Return on Investment

"Payback has been less than a year. The whole project has been a huge success," said Simon. "The HighJump system is going to be a key to our profitable growth."

