

Konverge

Case Study

Overview

Custom
Dispatch and
Order
Management
System for a
Trucking Business



The Challenge

A regional trucking company managing temperature-controlled freight handled dispatching and order tracking through spreadsheets, phone calls, and paper records. This approach limited their ability to scale, created inefficiencies, and left too much room for human error.

They needed a digital platform to:

- Streamline dispatching and order assignment
- Track trucks, drivers, and customer deliveries
- Generate quotes, invoices, and POD documentation
- Provide real-time visibility into delivery workflows

Contact Us



1-866-640-2345



info@konverge.com



400 University Ave, Suite 103,
Toronto, ON

Our Solution

Konverge developed a web-based dispatch and order management application explicitly tailored to the client's logistics workflows. Designed for both back-office and field operations, the system delivered:

- Dispatch board: Visual assignment tool for trucks, drivers, and routes
- Order entry and tracking: Including quote generation and pickup/delivery status
- Driver module: Enables field agents to view assignments, submit PODs, and update statuses
- Customer module: Allows customers to view real-time order updates and download documentation
- Admin tools: Manage users, billing, reporting, and document templates

Key Features

- Responsive interface accessible via desktop and tablet
- POD upload with signature capture and time stamping
- Real-time order board with colour-coded status indicators
- Quote-to-invoice workflow integration
- Configurable tax, surcharge, and pricing models

Business Outcomes

- Centralized all dispatching, invoicing, and document management
- Reduced dispatching time and improved order accuracy
- Increased customer satisfaction with real-time visibility and self-service
- Positioned the client to scale with more drivers and locations



Why it Matters

Freight operations demand clarity, speed, and control.

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— Sonia Couto, Managing Director, Konverge Digital Solutions

