



APEX SOLUTION

# Greer Industries

Since 1914, Greer Industries has grown to provide a multitude of aggregate and asphalt products throughout West Virginia.

## The Challenge

Greer Industries sought a technology partner capable of providing a complete software and hardware package without the need to include a third party. Operating multiple aggregate plants with about 300 trucks in the mix, they looked to leverage a system that could boost their daily load count while providing consistent, reliable service. With an operation of this scale, it was important for Greer to land a process that schedules dispatch assignments ahead of time to prevent truck congestion at their plants.

## The Solution

To get the most value for their automation needs, Greer implemented Command Alkon's Apex software and supplemented modules tailored to their daily operations.

Greer leverages Apex on two operational fronts: dispatch and scale ticketing. The dispatch end of Apex allows Greer to seamlessly allocate jobs to trucks and accurately determine if enough trucks are available.

When it comes to weighing vehicles, Apex's Scale Watcher module quickly captures load data collected at Greer scale houses. Scale Watcher provides irrefutable proof of weighing by snapping photos from the front and side of every vehicle as they're weighed and places corresponding ticket data over those images. Scale Watcher can instantly share these photos to customer email addresses and reporting dashboards.



LOCATION

**West Virginia**



PROJECT TYPE

**Automation**



RESULTS

**Time & money saved**

Additionally, Greer leverages Apex Auto ID, which automatically identifies vehicles as they enter or exit a scale site with the swipe of a unique ID card at an all-terrain kiosk. Greer decided that since their trucking partners rotate through which trucks they use, Auto ID was the best route to take.

## The Result

Besides cash sales, Apex's dispatch functionality is responsible for everything that comes in and out of Greer's plants. "It drives everything we do in aggregate," said Blake Mattern, Logistics Manager for Greer Industries. "We use it daily, all day long."

Although Greer's management promptly greenlighted the automation's implementation, it took time for some employees — particularly third-party drivers — to get accustomed. Teaching staff the swiftness of swiping an ID card required patience, as the industry as a whole is becoming more adept with technology. However, many of Greer's drivers quickly became used to saving time throughout their daily routines.

"Some of the other guys who took a little longer have come around," Mattern said. "Now all our guys love it. They realize it makes their jobs easier."

With the automation provided by Scale Watcher, Greer can allocate staff to other areas of business that require more attention. Swiftly scaling trucks with ease has allowed Greer to move more aggregate tonnage while eliminating a line of trucks waiting to get weighed. "We saw that return instantly," said Mattern.

***"We use Apex daily, all day long. Now everything that comes in and out of our plants is done with Command Alkon's Apex system."***

Meanwhile, by scheduling and assigning loads with Apex the day before they hit the road, truck drivers save time and ultimately deliver more loads per day. "They just have to configure the dispatch the night before and their jobs are done for the day. They know

### KEY TAKE AWAYS

- Truck drivers are able to transport more loads per day, which translates to a higher payout.
- Dispatch is instantly aware of truck availability.
- By automating scalehouse, Greer is able to allocate staff to more demanding tasks.

what they're doing before they even get here," said Mattern. At the same time, the back office knows if they can cover customer orders ahead of time. Apex has proven to provide Greer operational value in multiple ways. And value has seeped externally too, as the company is acquiring new truckers. "Right away, a lot of those truck drivers were really happy with the fact that they can get in and out of here without having to talk to somebody all day long, and automation lets them do that," said Mattern.

"With Command Alkon as our technology partner, we get product, customer service, and maintenance all-in-one.," Mattern added. "I like the fact that I can call just one company and take care of everything, regardless of the scenario."



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