



CONNECTED TECHNOLOGIES

Asphalt Paving & Supply

Asphalt Paving & Supply services include underground, earth moving, concrete flatwork and structures, grading, and paving.

The Challenge

Asphalt Paving & Supply faced several challenges with their existing system for concrete batch production. They were experiencing consistency issues and recognized the need for a better solution to improve their operations. Dale Funkhouser, the Batch Plant Manager/Sales Manager, took it upon himself to research and find a system that could address their challenges effectively.

The Solution

After discovering Command Alkon's COMMANDbatch, the team decided to implement the system and witnessed a significant improvement in their operations. This success prompted Dale to explore other offerings from Command Alkon, including cloud-native Dispatch, TrackIt, and Customer Portal. By implementing COMMANDbatch, Dispatch, TrackIt, and Customer Portal, Asphalt Paving & Supply gained a comprehensive view of their business from start to finish. "From the time a truck gets loaded when the order comes in, to the time the truck gets back and it gets billed, we have complete control over every single aspect of material

delivery and we can see where our downfalls are and what we need to fix," says Dale. The integration of these systems allows them to identify areas for improvement and make necessary adjustments. Customer Portal also enables their customers to track their own trucks, place orders, and access real-time information, reducing the number of phone calls to the office. The convenience and efficiency provided by these solutions have elevated Asphalt



LOCATION

Prescott Valley, AZ



PROJECT TYPE

Connected Tech



RESULTS

Optimized Operations

Paving & Supply's customer service and enhanced their competitive advantage over major competitors in the market.

The Result

Asphalt Paving & Supply has experienced several positive outcomes since implementing Command Alkon's systems. "Since we have implemented COMMANDbatch, our tolerances have gone from 3 to 4% and we are averaging about a half of a percent on all of our tolerances with all of our aggregates, which in the long run saves us money," says Dale. "Our mix is way more consistent – we've even had customers call and tell us that we are 10x more consistent than we were before, which is a big thing in ready mix businesses. Consistency and Customer Service has definitely been improved with COMMANDbatch at work." They have also achieved cost savings in aggregate and trucking expenses.

The improved dispatch process has resulted in increased productivity, allowing them to produce more yardage throughout the day and attract new customers. "We do have two major competitors in our area, and they are worldwide ready mix operations," says Dale. "Having Command Alkon systems from start to finish allows us to beat them out at every turn right now because our customer service has been greatly improved by the products we've implemented." Cloud-native Dispatch has streamlined their operations, enabling quick and efficient order placement. "When we implement a new system, we like to train multiple people to use it in case we need backup," says Dale. "Within 15 to 20 minutes, new users are comfortable on the cloud Dispatch system. It is so simple to put an order in. Once you understand how the order needs to be set up, you can place an order within 3 minutes, which saves a lot of time for a busy dispatcher."

Once the team implemented cloud-native Dispatch, they decided to roll TrackIt out to their trucks, and it has made a world of difference for their drivers. Instead of being on the phone, the dispatch team can just communicate with drivers through the tablet in their trucks. Customer Portal has significantly reduced call traffic into their office, with phone

calls decreasing by 30-50%. The system's user-friendly interface has enabled even non-tech-savvy customers to place orders and track their deliveries effortlessly. "We've gained a huge customer in Arizona that previously purchased from our competition," says Dale. "Our competitor isn't taking care of them as well in the customer service department. We had a lot of value to offer him with Customer Portal, and now he is able to put his own orders in. It was a no brainer for him – he jumped ship that quickly."

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Dispatch, TrackIt, and Customer Portal all leverage Command Cloud, delivering an experience that enables them to leverage advanced technologies, like machine learning and artificial intelligence, empowering them to make informed decisions that drive growth. With an API-first strategy, these cloud-native products can seamlessly connect to other systems, applications, and data. This flexibility enhances collaboration, automates workflows, and extends the functionality of core Command Alkon products, like COMMANDbatch. Dale also praises the exceptional support provided by Command Alkon, with prompt response times and minimal downtime. Overall, their experience with Command Alkon's cloud solutions has been highly satisfactory, and they confidently recommend it to others considering similar solutions. "If you're leaning towards using Command Alkon, it's a good choice," says Dale. "If you are having second thoughts, call someone who is using them, and I guarantee you will change your mind."



Transforming your operations by replacing manual and complex tasks and processes with efficient, scalable, and reliable solutions. Learn more at commandalkon.com