



## OAKLEY TRUCKING ELIMINATES PAPER, IMPROVES PRODUCTIVITY, ACCURACY & DRIVER SATISFACTION WITH OVERDRIVE - TRUENORTH'S AUTOMATED INSURANCE MANAGEMENT SYSTEM

Oakley Trucking is a dry bulk transportation company with operations across North America. Based in North Little Rock, AR, Oakley operates a fleet of 550+ owner-operators (O/O's). Its previous O/O insurance management process was becoming too burdensome and inefficient to manage the needs of their growing organization in respect to timeliness, accuracy, and productivity. Oakley sought after a solution that would eliminate inefficiencies, be scalable for their company, and serve to enhance the O/O's ease of doing business in support of Oakley's driver retention strategies.

### challenge

Oakley utilized a manual, paper-based process to enroll and manage the settlement deduct insurance programs for its 550+ O/O's and power units. This led to many workflow inefficiencies and data integrity challenges between Oakley and its insurance provider. Each change had to be made in multiple systems and then manually communicated to all interested parties. On average there were 400 changes each month that had to be managed. At the end of each month, a large reconciliation was required to ensure all units and drivers were covered correctly and all changes had been made accurately.

### solution

Oakley selected OverDrive - TrueNorth's state of the art system, designed to automate the O/O insurance enrollment process by synchronizing data in real time between the motor carrier and insurance providers. As Oakley adds drivers into their on-boarding or dispatch system, data is automatically sent to OverDrive in real time via Web Services. OverDrive's online insurance application is pre-populated from Oakley's dispatch system for drivers to select their insurance coverages. Upon enrolling in insurance with an easy to use e-signature function, both the O/O's and Oakley Trucking have access to the OverDrive portal to retrieve documents in real time, e.g. Certificates of Insurance, and check deduction schedules.

In addition, as Oakley makes adjustments within their operations system, changes are sent to OverDrive in real time. When an O/O or power unit is de-activated, the system automatically terminates all coverages, removes the O/O from the settlement deduction schedule, and sends cancellation notifications to all interested parties, including the insurance carrier.

### Benefits

- Provides a real-time, accurate record to the insurance provider of all insured O/O's within the carrier's fleet
- Comprehensive reporting provides confidence to O/O's and the carrier that appropriate coverages are in place
- Increase accuracy of data provided which improves both insurance provider and O/O relationships
- Improved O/O satisfaction through more interactive user experience & quicker turnaround time
- Productivity increases allow carrier personnel to spend more time with O/O's and the business operations than managing insurance paperwork

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*“TrueNorth’s OverDrive system provides us 100% confidence that our operation system and our insurance provider have the exact same records. This automation reduces our labor costs, mitigates our risk of a coverage gap, and enhances our owner-operators ease of doing business with Oakley.”*

Tommy Mitchell  
Operations & Accounting Manager  
Oakley Trucking

## result

TrueNorth’s OverDrive system has enabled Oakley to automate 80% of its historical insurance management workflows, reducing the staffing required to manage the O/O insurance program. Both Oakley and the O/O’s are ensured the right coverage is in place from a streamlined on-boarding process. The web-based portal used by the O/O’s to enroll in and manage their insurance coverages has increased driver satisfaction because of the ability to complete the paper-work more quickly, more accurately and make changes to their policies (*i.e. unit values and beneficiaries*) in real time.

**We invite you to learn more about OverDrive! To schedule an individualized demonstration, please contact Matt Kain: (800) 798 - 4080 ext. 1261.**

## About TrueNorth

*We are Transportation Innovators. Our Transportation Division MISSION is “To assist Transportation Companies and their People with Protecting and Maximizing Assets, Resources, and Opportunities.”*

By staying true to our mission, we have become one of the nation’s largest providers of risk solutions for the transportation industry. We advise, architect, and administer strategic risk management solutions for some of the highest quality transportation companies in the nation and will place over \$200,000,000 of transportation specific insurance premiums in 2014.