

User Success Stories

Crawford Trucking, Inc.

Crawford Trucking of Des Moines, IA, is a dry van TL carrier servicing the US from coast to coast. Crawford has experienced great success since its founding in 1990, becoming a shining example of growth and progress in the trucking industry. Like many successful companies, Crawford Trucking eventually came to a point where it began to outgrow its once useful methods.

“It was utter chaos,” said Gregg Ryan, Owner. “For so long, we had been managing everything using spreadsheets and notebooks, and lots of them. There came a point where we could no longer efficiently sustain the business using these means.” Crawford’s original 8-truck fleet had grown considerably and was beginning to exceed the ability of dispatchers to manage it.

By 2006, Crawford had identified a critical need to implement a new system to eliminate the bottlenecks that had recently been exposed in many of their man-

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ual processes. While thoroughly shopping around for software, Ryan found Prophesy and was impressed. “The first thing that caught my eye is that Prophesy is modular and is flexible for any type and size of trucking company. I was able to purchase only the features I needed, and the whole package was surprisingly affordable.”

After purchasing Dispatch with QuickBooks® Interface, Crawford employed the help of Prophesy’s expert Training & Consulting staff to implement the software on their system. “I have worked for companies in the past that required large IT staffs to implement new software,” said Ryan. “But with the Prophesy implementation I needed no in-house IT staff whatsoever. Working with Prophesy’s consultants we were able to install and configure the system quickly and

flawlessly.” Ryan subsequently worked with the Prophesy Training & Consulting staff to receive full product training by phone and Internet and was able to immediately begin using the software.

Since their original purchase, Crawford has doubled their number of Prophesy user licenses and added several additional modules and applications including Advanced Fleet Maintenance, Document Imaging, Truck Tracking, and the popular SQL upgrade. “I couldn’t be happier with our relationship with Prophesy,” said Ryan. “Kevin Pasternack, my account representative, is extremely knowledgeable with the software as well as the trucking industry, which is a very important benefit to us. And in the rare cases where I’ve needed technical support, Prophesy’s Support team has been top notch all the way.”

Today, Crawford has a fleet of 30 trucks and a staff of 40 employees, with plans for an acquisition in the near future that could mean an increase to 50 trucks. With the help of their Prophesy software, they have been able to grow revenues, streamline operations, combat rising fuel costs, and better handle the challenges facing today’s trucking companies. Whatever the future may hold, the folks at Crawford Trucking can be sure that Prophesy will be along for the ride.

For more information about Prophesy’s Total Software Solution for Trucking, email moreinfo@mile.com or call (800) 776-6706.

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