

# User Success Stories

## Monaco Trucking, LLC

Monaco Trucking, LLC, is a successful long-haul trucking company based in Grand Rapids, MI. Founded in 2006, their fleet of dry vans, flat beds, and straight trucks haul everything from furniture to food products. Monaco selected the Prophesy Dispatch Solution in December 2007, when rapid growth required them to adopt a more powerful dispatch system.

Monaco's experience with using technology to manage their trucking operation began with an industry provider of online SaaS dispatching software. (SaaS, or "Software as a Service", applications reside solely online and are maintained by a provider company for a monthly fee.) At first this seemed sufficient to track their loads, but they quickly became aware of several pitfalls within the online system including inaccurate IFTA reporting, a clumsy fuel card import, and the fact that the company data was hosted on a remote server and therefore not easily available for viewing, customizing, or exporting to other applications.

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"I had to jump through hoops to manipulate my data," said co-owner George Mohr. "To send accounting information to QuickBooks, I had to download an external data file from our provider's website, open QuickBooks, and then manually configure and import the data from the file. This was a serious waste of time and only got worse once our company began to grow."

Within the next year, Monaco's strong commitment to solid customer service and fair driver treatment helped them grow their fleet to nearly 40 trucks. On top of their disappointment with many features of their current online system, they could simply no longer justify the growing incremental monthly per-truck charge. It was at that point that Monaco decided it was time to switch to a more robust dispatch system where the cost of the software was not based upon the size of their growing fleet. It was as if they were being penalized for their success.

During a thorough review of various dispatch packages, Mohr discovered the Prophesy Dispatch Solution and liked what he saw. He was surprised to learn that the price of the Prophesy Total Dispatch system was less than he would normally pay to his online software provider in a single year. What's more, the Prophesy package included integrated modules for dispatch, accounting, IFTA tax reporting, log auditing, driver compliance, and much more.

The Monaco team immediately began to reap the benefits of this enhanced functionality. Aside from the obvious advantages in dispatching, their previous trouble points with IFTA reporting and fuel card imports were resolved in a snap with Prophesy's IFTA, fuel card transaction import, and EDI capabilities. And using Prophesy's QuickBooks Interface, Monaco now enjoys totally seamless integration between their dispatching and accounting software.

"I am so relieved that we have made the switch to Prophesy," said Mohr. "We have much more visibility and control over our daily operations, and things like tax reporting and accounting are no longer a headache for us. The bottom line is that Prophesy is a whole lot more software for much less money in the long run. We can confidently continue to grow as a company, and that is very important to us." Pairing their own impeccable reputation with the power of Prophesy, Monaco anticipates further growth with the addition of another twenty (20) trucks by the summer of 2008.

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

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