



# CASE STUDY

## A Complete Solution

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We were looking for a turn-key solution to ticket to resolution, and we found that with ORDP. Prior to mandating ORDP for our drivers, I was spending upwards of two to three weeks on one ticket resolution, leaving me unable to help move our business forward. There was no ramp-up time, and they handle the entirety of the onboarding process. The results were immediate. I have my time back and my fleet runs smoothly. With the help of our Personal Fleet Assistant, we're working on ways to lower our company's CSA, I really appreciate the relationship we have [with ORDP] and the way they take care of our drivers.

Katie P., Safety Officer



[www.protectmycdl.com](http://www.protectmycdl.com)



# ORDP

Powered by TicketRX

## Customer Profile

Fleet Size

Fleet Type

Market Vertical

Route Demographics

Customer Profile

Annual Volume

300 Drivers

For Hire

General Freight

Nationwide coverage, Terminals in FL, TN, & CA

ORDP Coverage since 2015

Average of 218 tickets received annually

## The Pain

The Safety Officer for a large fleet with national reach was responsible for managing the ticket resolution process for their 300 drivers. It was taking an average of 2-3 weeks to close one ticket, and lots of research to understand the reporting requirements of different states, leaving her unable to complete her other duties.

## ORDP Solution

- ORDP coverage is deducted directly from Employee paychecks with a \$1 maintenance fee on top, ensuring seamless coverage for the company (and a new line of revenue for the carrier)
- ORDP benefits package is nested within the carrier's benefits offerings and acts as a retention tool & Safe Driver Rewards encourage safe driving practices within their fleet
- Monthly reporting provided by Personal Fleet Assistant keeps them on track towards their CSA goal - which was also set with the assistance of their PFA.
- 654 tickets and more than 350 different charges successfully resolved since 2016

### \$1,071,800

Estimated total annual savings for a fleet of 300

## A PARTNER FOR GROWTH

DataQ Challenges to keep their CSA clean and allow them to grow their business

## PEACE OF MIND

In-person customer support 24/7/365 based in Overland Park, KS

## BENEFITS

Grow your employee benefits program without a capital investment