

A SUCCESS STORY:

Admiral Merchants reduces accident risk and improves claim processing

About Admiral Merchants

Admiral Merchant Motor Freight, Inc., was founded in 1929 with a small fleet of trucks and has grown to a network of 532 independent contractors and approximately 300 agents. Based in Minneapolis, Minn., this family-owned business operates throughout the U.S. and Canada, transporting heavy haul, oversized, and military loads. Admiral Merchants attribute its 20% annual revenue growth to efficient work processes and delivering excellent services to customers and business partners.

The Challenge

Admiral Merchants' departments needed more than just a repository for their safety and compliance documents. They sought out an enterprise system that could break down departmental silos while automating their workflow. The system also needed to allow staff to track and supervise independent owner-operators to mitigate risk.

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“With InfoStream, our staff is on the same page. From the dashboard, we get a complete driver profile quickly. This improved efficiency allows data-driven decisions that help reduce risk.”

Mark Dooley,
Manager of Risk,
Admiral Merchants
Motor Freight, Inc.

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RESULTS



Visibility to driver compliance in single dashboard



Proactively corrected adverse driver behavior



Gained instant updates to claims' status changes



Optimized cargo claims management



Customized KPI reporting

The Solution

EBE proposed developing a risk management and claims system for the company using InfoStream – EBE Technologies' safety and compliance division. Admiral Merchant adopted the driver management, safety, claims, accident scene management, and litigation manager solutions. Using InfoStream, the Admiral's departments now connect to all the needed data to reduce risk.

The Future

InfoStream's solutions helped Admiral Merchants remain loyal to their employees. Rather than replacing jobs through automation, the company plans to hire additional contractors. Today, the staff performs less data entry, focusing more on building relationships with drivers and customers. This efficiency helps the team maintain personal connections, which is the backbone of their corporate philosophy.