



M&W Logistics Group relies on iiX for one-stop driver monitoring services

The challenge

M&W Logistics Group, headquartered in Nashville, Tennessee, has come a long way since its 1973 launch (as Consolidated Cartage) with two trucks and great expectations.

The third-party logistics (3PL) provider now operates three business units—M&W Transportation, M&W Warehousing, and M&W Freight Services—serving clients throughout the Southeast. It employs about 180 people and boasts 127 power units, more than 400 trailers, and over 400,000 square feet of warehouse space.

Bart Spain, M&W's vice president of Human Resources and Safety, and Chris Woody, M&W's Human Resources and Safety coordinator, wanted to consolidate and streamline M&W's employee monitoring processes to meet the growing demands of a rapidly expanding operation.

One-stop shopping

Before selecting iiX, M&W had multiple vendors providing background screening and driver monitoring services and it was cumbersome. Spain wanted a "one-stop-shopping service" and found it with iiX. He likes that, as well as the easy-to-use, interactive, web-based platform for driver risk management offered through the iiX DriverSafe® Plus monitoring service, which can analyze motor vehicle report (MVR) data in minutes, making it easier to manage his fleet.

**"We should have done this sooner.
It's less hassle and less work for us."**

— Bart Spain

"It's exciting that iiX is offering all the services that previously multiple vendors provided, plus a lot more," says Spain. "We also like that we can visit one website and run every check we need, whether it's for a prehire or a posthire."

"Now, when we get an employment application from a driver, we can run the MVR, the CDLIS, and the PSP," Spain adds. "It's awesome that I'm clicking three boxes, entering the information one time, and within 20 seconds have my documents. With other services, you're entering all that driver information on one site for the MVR, then going over to another site for the PSP and having to enter the information all over again. And the fact that we have it so fast is incredible."

Woody appreciates the summary sheet that's offered through iiX's web-based customized dashboard. "It's a great 'at a glance' resource and very easy to understand without a whole lot of drilling down," he explains. "And since compliance is our big thing," adds Woody, "I appreciate having our information stored in one place."

Staying on top of safety goals

iiX helps M&W identify drivers with safe driving records through the iiX CDLIS (Commercial Driver's License Information System) search offering, which enables M&W to avoid making costly hiring mistakes. And iiX's DriverAdvisor® monitoring service provides an alert any time there's new activity reported on an M&W driver. "It's a great benefit, because in our world, a guy can get a speeding ticket that we might not otherwise know about right away."

Legendary customer service

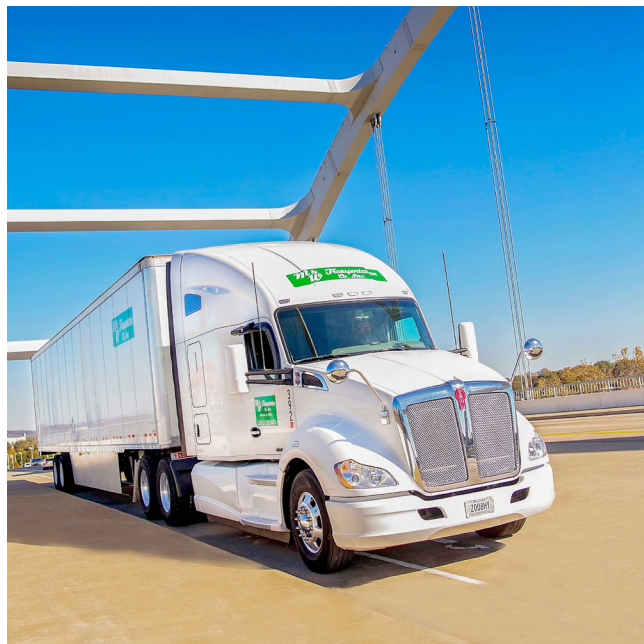
iiX prides itself on customer satisfaction, and it shows. In annual customer surveys, iiX has consistently maintained a 96 percent or higher overall satisfaction rate over the past ten years.

Spain and Woody are among those satisfied customers: "I'll take the opportunity to give Diana at iiX a mention; she is absolutely fantastic," says Woody. "Compliance is important to us, and if there's one little thing out of place or signed wrong or done incorrectly, she e-mails me immediately. I don't think she's the exception."



'We're totally pleased'

Spain admits it took him a while to change processes (and vendors) to manage M&W's screening and driver monitoring needs. "That's mostly because I just dragged my feet and didn't really want to focus on changing anything," he says. Now, "Chris and I just look at each other and say, 'We should have done this sooner.' It's less hassle and less work for us. We're totally pleased."



For more information about driver risk

Call us at **1-800-683-8553** and choose option 2 for Sales, or send e-mail to **information@iiX.com**.

