



# success story

## recruiting solution



### SHIPS Fully Automated Driver Recruiting Software Solution Eliminates Paperwork, Speeds Application Processing, Reduces Overhead and Delivers Qualified Drivers.

From their corporate campus in Little Rock, AR, Maverick Transportation, LLC. operates over 1,200 tractors with 1,400 employees and provides transportation services throughout the United States, Canada, and to Mexico. Whether hauling steel, building materials, flat glass or temperature controlled products, striving to be the best can be seen in everything Maverick does. Their desire to improve their driver recruitment process can be considered part of Maverick's core values.

#### challenge

Finding the best drivers is always a challenge in an industry with over 30,000 trucking companies competing for labor – add to that new Federal Motor Carrier Safety Administration CSA2010 rules and Hours of Service regulations and the demand for drivers will increase significantly.

Maverick recognized their current, in-house system relied too much on paper work, was very labor intensive and required too much human intervention. Recruiters relied on multiple databases to prospect for driver recruits and manually posted openings to driver job boards to search for candidates. Once an application was received, a processor would manually acquire all background information needed to qualify the driver. It was evident to Maverick that they needed an effective and efficient solution where recruitment and hiring speed is built in to the process.

#### solution

Maverick initiated a search for a solution which would improve their recruitment, orientation and on-boarding processes positioning them to hire qualified drivers more quickly. After reviewing multiple software solutions, they selected EBE's SHIPS Recruiting solution for its workflow functionality, integration capability with its existing AS400 and RVI imaging system, as well as its ability to support Maverick's goal of creating a completely paperless recruiting environment. (over)

#### challenge

With increased competition on regional, long haul, and dedicated operations throughout the United States, Canada and Mexico, Maverick found they had outgrown the capabilities of their in-house system to recruit qualified drivers for their large, open fleet.

#### solution

Maverick implemented the SHIPS Driver Recruiting Software and Workflow Solution to help them improve the efficiency of their recruitment, orientation and on-boarding of new drivers.

#### results

- Reduction of 50% of recruitment staff
- Greater accuracy in database management
- Higher quality driver applicants
- Shorter speed of recruitment from application to offer
- Reduction of unnecessary time with fax and copy machines
- Improved management reporting
- Improved integration with AS400 and RVI for on-boarding drivers

"EBE was on-site and willing to listen and implement our ideas on how to make the SHIPS Driver Recruiting Software even better. This made an important difference in the successful adoption of their solution at Maverick."

– Brad Vaughn, Director of Recruiting, Maverick Transportation, LLC.

"With the EBE Driver Recruiting Solution we are able to deliver the same number of qualified drivers with 50% of the recruitment staff than we previously needed."

– Brad Vaughn, Director of Recruiting, Maverick Transportation, LLC.

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



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## results

The implementation of SHIPS Driver Recruiting solution exceeded Maverick's expectations. The increased productivity within its recruiting department, the speed at which it had visibility and could respond to and process qualified drivers and the management reporting functionality confirmed Maverick's belief that the decision to replace their existing system with EBE's commercial software was the right approach.

### Automation Efficiency Simplifies the Recruitment Process

The driver recruitment process can be extremely labor intensive, time consuming and dependent upon manual operations for success. This takes away from the real job of a recruiter and processor – the review, analysis and decision to hire qualified drivers. SHIPS Driver Recruiting Software automates redundant processes so recruiters can focus on the most important aspects of their job.

- All Maverick recruitment databases are unified and available to everyone in the system.
- Driver applications are entered in a Maverick database and never keystroked again. The application becomes a record that is available to recruiters, processors, safety personnel and management.
- Applications are scored based on a set of criteria predetermined by Maverick. No need to review every application...just the ones that meet Maverick's qualifications for the job.
- The system is setup to automatically request driver license information, background checks, previous employment history and reference checks. SHIPS continuously monitors and tracks the return of these reports, alerting processors and management if documents are not returned or if there are any "red flag" items on these reports requiring processor review.
- All information and documents collected throughout the hiring process are automatically exported to Maverick's AS400 RVI and imaging system when a driver is on-boarded, eliminating the need for re-keying or scanning these items.

### Improved Productivity Drives Down Recruitment Overhead

SHIPS Driver Recruiting Software allowed recruiters to analyze applications more quickly. A scoring system identified the best candidates and rejected those that did not score high enough. No need to spend time reviewing unqualified drivers – just the ones who were the best fit for Maverick. SHIPS made it easier and more efficient to bring new drivers on-board. Driver files are automatically transferred from one department to another without printing or transferring paper. This improves the productivity of Maverick USA employees, as they touch less paper and can make decisions more quickly.

### More Insight, More Accountability, More Opportunity for Improvement

SHIPS offers comprehensive reporting capability to Maverick. All information that is entered into SHIPS, as well as the complete history of all activity throughout the hiring process, is available to be reviewed through SHIPS reporting tool. Some of the reports Maverick uses to evaluate and improve its operations include recruiter and processor productivity, time from application to offer, orientation class lists, lead source and costs, abandoned applications and applications per business segment. Reporting on these types of activities is critical to management in order to keep a pulse on not only the department, but industry trends.

### Streamlined Systems Leads to Greater Driver Satisfaction

When all the pieces work together and communications are improved – everyone in the system is more satisfied. There are solution benefits for prospective Maverick drivers, too. When an application is submitted, a driver portal is immediately made available to the applicant. The application status is updated throughout the entire hiring process. This portal demonstrates to drivers, first hand, the importance Maverick places on communicating with its drivers and making them feel like an important part of the company.

Founded in 1973, EBE Technologies has evolved as the clear market leader providing integrated business process management solutions to more than 500 industry leading transportation and logistics companies. Our solutions automate and streamline labor intensive, operational tasks to deliver improved efficiencies, unparalleled customer service and increase profitability.

For information on how your company can manage its carrier network more efficiently, Call EBE today.

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