

Huffman trucking: solving the problem, service request srt-ht-010



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Running head: HUFFMAN TRUCKING Huffman Trucking: Solving the problem, Service Request SRT-ht-010 Huffman Trucking: Solving the problem, Service Request SRT-ht-010 Abstract: Communication is the key to success with any business especially in the trucking industry. Huffman Trucking has been an innovator in transportation since 1936. With trucking centers (hubs) in Los Angeles, St. Louis, Cleveland, and Bayonne (New Jersey) Huffman Trucking must have a solid communications network. Currently Huffman Trucking has 1, 400 employees and they are expected to maintain a high level of communication and business. Huffman Trucking's mission statement says it best, " To be a profitable, growing, adaptive company in an intensively competitive logistical services business environment." Current plans for the future include aggregate growth of 12% over the next 3-5 years, it remains imperative to improve the current communications system. Huffman Trucking: Solving the problem, Service Request SRT-ht-010 Communications solutions: There is a variety of communications options, however, within the trucking industry there remain standards. CB (Citizen Band) radio is in use among truck drivers around the United States, unfortunately, it is a difficult medium to process business transactions at the central hubs. PBX (Private business exchange) phone systems are beneficial within the hub offices however; require a driver to use the phone, which requires costly stoppages, or potentially dangerous phone use while driving. A simple solution therefore should be utilized with the current availability of satellite phone repeater systems connected to voice operated GPS navigation and communication services. These services will electronically tether to the PBX phone system so that the hub locations are able to speak directly to drivers as well as the drivers contacting the hub offices whenever necessary. OnStar® is a system <https://assignbuster.com/huffman-trucking-solving-the-problemservice-request-srt-ht-010/>

in use with drivers around the United States and utilizes a dual network approach layering the analog with the digital wireless system, and enhances that with additional GPS coverage ability. " OnStar-equipped vehicles with dual-mode (analog/digital) equipment operate on both the analog and digital wireless networks and will not require an upgrade in connection with the wireless industry's transition to the digital network." (OnStar, 2011)

Regardless of the ability of the offices to communicate unless the drivers are privy to a similar system this business, which revolves around the drivers and their rigs, would not be as successful. Implementation of the system: Installing computer modules with touch screen and voice activated dialing, as well as hands free capability and GPS navigation; location will mean an initial outlay of finances. However, the payoff in better mapping, timing, and fuel efficiency as a result of being able to notify drivers regarding road conditions and instantly update those conditions to the drivers will make the investment worthwhile. One approach to this would be to place one hub module at each hub location and begin installation between trips with the vehicles. Training for use in these systems can be accomplished during rest breaks and pick-ups. In most cases, the drivers themselves already have cell phones that will be more difficult to operate than this system, which will be a single button uplink system. One button for the central hub, one button for assistance, one button that connects, updates and allows for a smoother operating cost effective system as a result. As an added benefit, these systems could in effect act as " black boxes" for drivers in the event of tickets, accidents or incidents. By recording speed, variations, locations and even potentially pictures there could be a reduction in insurance rates

further reducing costs in the long term. Security is important so it would be <https://assignbuster.com/huffman-trucking-solving-the-problemservice-request-srt-ht-010/>

necessary to encrypt the signal and to prevent access to the storage and active system without dual authorization from the hub operator and the driver. One new form of encryption is the Babylon nG. " Babylon nG uses the GPRS capabilities of mobile phones to provide a secure channel for voice communication. The encryption changes every time a call is made and each handset has its own unique encryption key." (Encrypting Cell Phones, 2006)

Conclusion: As a functional approach to the needs of a modern transport company, a digital approach remains beneficial. Overall, the digital applications will be less expensive and allow for a better more efficient approach from a business perspective. Implementation will require an initial outlay that could be costly, however, the return would allow for lower company insurance premiums, reduced trip time and a better system for potential follow-up. Reference page: Encrypting Cell Phones, . (2006, August 15). Cellular news. Retrieved from <http://www.cellular-news.com/story/18820.php> OnStar, . (2011). Onstar technology, onstar equipment. Retrieved from <http://www.onstar.com/web/portal/onstartechnology>