

Huffman trucking

Technology, Information Technology



Huffman Trucking Infrastructure Assessment Huffman Trucking is first major freight carrier that has managed to grow tremendously over the past few years (Huffman Trucking, 2008). The company has 925 drivers, 425 support personnel, 800 road tractors, and 2100 trailers. The organization offers various customers base and distribution capacity. The mission of Huffman Trucking is to increase the profit and become a growing, and adaptable company. Huffman Trucking plans to leverage the automated information system, and technology to provide better customer service and business performance. Information System Infrastructure

Huffman Trucking is a major transportation company that has four facilities around the country. The organization anticipated that knowledge worker information systems infrastructure requires improvement and to solve this problem, organization implemented enterprise resource planning (ERP) system. The infrastructure of Huffman Trucking is as follows: Networks The corporate office of Huffman Trucking is in Cleveland, Ohio. The organization uses Avaya Digital Phone System at Ohio and Missouri locations, and private branch exchange (PBX) and plain old telephone system (POTS) at New Jersey and California locations.

The organization uses different workstations with wireless bar code, scanner, shipper, and telephone at Ohio. The location at California uses Nortel Digital Phone System that supports voice overIP (VOIP) connected to an Ethernet connection. The use of Avaya phone is very beneficial for small and mid-sized organizations (Caroll Communications, 2008). Network Protocols and Topologies Huffman Trucking uses different network protocols, to send and

receive data, like IPX/SPX, and TCP/IP. Huffman Trucking employs star-ring topology, and token ring topology.

The existing infrastructure of Huffman Trucking includes mix of networks. The organization implements local area network (LAN), and wide area network (WAN). The four locations of Huffman Trucking establish LAN locally and WAN supports the connectivity of its four locations. The LAN implements Internet and Intranet facility to perform business operations. Network Security The network security at Huffman Trucking involves backing up the data that allows copying critical business data. The organization also uses physical security that includes video monitoring, and biometrics protection.

The organization developed in-house system to track the employees for operational and financial data. Information System Huffman Trucking implemented human resources information system (HRIS) that manages employees at enterprise level. The organization analyzes the data regarding new hires, and existing employees' performance reviews. HRIS provides four functionalities including capturing employee personal information, maintaining state and federal level compliance procedures, capturing employee/labor relations information, and tracking the applicants.

HRIS system provides the organization a central place to capture, access, and keep employees' and applicants' records. Issues and Opportunities Huffman Trucking information system allows performing daily tasks. The information system provides the functionality for distributing, receiving, and tracking information. The information system also provides processes for sales, service, vehicle maintenance, ordering, scheduling, contracting,

general ledger, and payroll. The problems of the information system include downtime, and incorrect information.

The problems of information system result into severe issues such as wrong payroll, maintenance logs, and improper customer tracking. These problems affect organizational performance, and cause penalties. The management fears that the rapid growth, and the problems can result into loses, and thus resulting in not meeting the future needs of the organization. To meet the requirements, management has implemented ERP that integrates all the processes of the organization.

ERP also integrate all the four locations, and the business components like customer ordering, tracking the order, generating the bill, order delivery, distribution, and after sales service (Huffman Trucking, 2008). Huffman Trucking plans to track the vehicles with tracking devices. The tracking devices enables the organization to measure, analyze freight delivery, and performances. The tracking device ensures accurate delivery time, and tracking shipments on the way. The database at Huffman Trucking will allow capturing, and maintaining the information at its four locations.

The database will also support the workers by providing the ability to track the trucks like when a truck requires maintenance work. The database can also capture the information generated from tracking devices and can help drivers to complete tasks on time. Huffman Trucking can make use of distance information and distribution schedule to guarantee the shipments. The trucks can have scheduled maintenance and can avoid problems due to non-maintenance. The database will help in maintaining records, inventory information, and vendor related ordering at appropriate time.

Huffman Trucking plans to develop an information system, and database that suffice the requirements. Huffman Trucking plans to become a warehousing delivery supplier with providing the shipments just in time (Huffman Trucking, 2008). The implementation of just in time shipments, ERP, and vehicle tracking devices can enable Huffman Trucking to provide abilities to knowledge workers to improve its service. Huffman Trucking looks forward to improve productivity, better management and customer satisfaction with its connectivity between locations.

To sustain company's growth and focus on the customers, Huffman Trucking should build an understanding of decision-making process of customers. The company can avail the opportunity to initiate a customer audit that allows tracking of orders from ordering to shipment, and delivery. If Huffman Trucking has automated processes, and required information system then knowledge workers can manage the productive outcomes. Knowledge workers employ the automated systems effectively with the help of better decision-making, and appropriate infrastructure.

Huffman Trucking future policies, designs, and practices can help in accomplishing the goals and objectives of the organization. Conclusion Huffman Trucking recognized that organization has facing severe problem with the increase in business. To meet the challenges, company has decided to implement an ERP that will ensure integration of business operations. The ERP will automate the business processes like customer ordering, tracking the order, generating the bill, order delivery, distribution, and after sales service.

Vehicle tracking device can ensure accurate delivery time, and tracking shipments on the way. The tracking devices enable the organization to measure performances, and provide freight delivery analysis.

References Huffman Trucking (2008). Huffman trucking. Virtual Organizations. Retrieved from <https://ecampus.phoenix.edu/secure/aapd/cist/vop/Business/PortBus.htm> Carroll Communications (2008). Avaya Business Telephone Systems. Retrieved from <http://www.carrollcommunications.com/>