

How Overhaul's device agnostic, consultative approach is driving supply chain safety





Supply chains fuel the world by enabling the swift and secure delivery of goods and products. To do so, they rely on trucks, airplanes, vessels, and other vehicles to get shipments where they need to go. However, not all shipments receive the same degree of care or security: loss and theft are real threats, and they can mean financial and reputational ruin. Temperature fluctuations can also cause products to spoil, while poor visibility can lead to delays, disruptions, and dissatisfied customers. In order to prevent these risks, companies must invest in tracking devices that deliver the information they need, when they need it.

But how can you tell which device is right for your shipments?

At Overhaul, we use a device agnostic approach, coupled with a lengthy review process and deep industry knowledge, to help you find and employ the best devices for your specific needs. In this whitepaper, we've outlined what that process looks like and why it's a superior method for picking your solution. We've also employed expert testimony from Nicholas Heikkinen, VP IOT Technology and Operations, as well as Kelly Preczewski, VP Customer Success, to help explore how these solutions will tangibly benefit your company.

So, let's begin with a breakdown of a key concept to our approach: what is a device agnostic solution?

What is a device agnostic solution?

Overhaul is a leading provider for in-transit supply chain software solutions. This means that we provide the technology to help your company gain insights into important events that may occur along a shipment's journey. From temperature deviations to light alerts, supply chain SaaS solutions allow you to identify risks in real-time

However, not all SaaS solutions can work with all devices; Overhaul's can.

Our device agnostic approach refers to our software's interoperability with tracking devices. In other words, our solutions can be paired with multiple tracking devices, including Overhaul-procured devices or the ones you already use. In both cases, Overhaul manages device integration and validation, which means quicker, streamlined access to the features you need.

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The key difference is our software,” said Heikkinen, “which can work with all devices. We have a workflow based software, and it lets our users know what they care about. It doesn't matter what sensor they're using. It's a value for the industry.





The benefits of a device agnostic solution

A device agnostic solution is more adaptable, dependable, and easier to use. It also offers the following benefits:



Improved Flexibility

By adopting device agnostic solutions, organizations can select the most suitable technology for their specific requirements. This enables remote workers, increases productivity, and reduces wait time for information.



Enhanced Interoperability

Supply chains rely on various systems and devices to ensure seamless workflows. By improving communication and data exchange between systems, device agnostic solutions lead to enhanced efficiency and fewer errors.



Easy Implementation & Management

Troubleshooting compatibility issues is no longer a burden for IT staff. With device agnostic solutions, your company will experience faster deployment and easier access to information, which will allow you to focus on more critical tasks.



Valuable Cost Savings

By connecting and unifying existing systems and sensors into a single source, device agnostic solutions prevent companies from needing to purchase multiple technologies to support different platforms. Fewer purchases mean more savings.



Better Collaboration & Communication

Collaboration and communication help supply chains address uncertainty and variable demand. By utilizing a solution compatible with any device, teams can easily share information and work together on projects. In turn, they'll enhance customer satisfaction and your business' bottom line.

This device agnostic approach is only the start of what makes Overhaul different. When coupled with our consultation services, the benefits only increase.





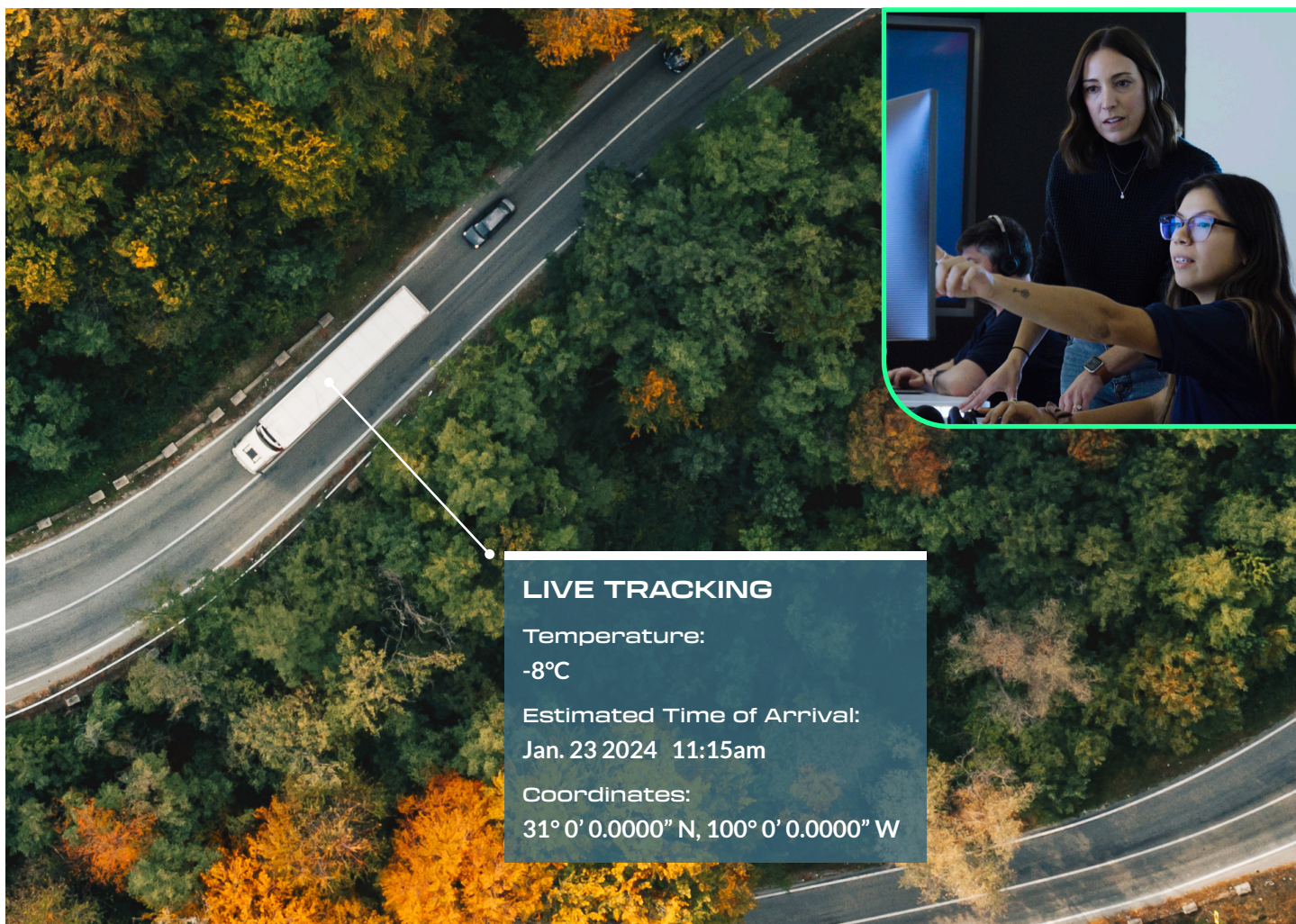
How do Overhaul's consultation services work?

No two companies have the exact same needs. Similarly, no two devices work exactly the same. A company that ships pharmaceuticals or food products will need a device that can provide data about temperature fluctuations. Another company might have strict deadlines and need real-time updates regarding their shipment's location. In both cases, it's also essential that the device be dependable, reliable, and accurate.

While Overhaul's SaaS solutions can already be configured to meet all of these needs, it's important that the solution is paired with a device that can do the same. This is why Overhaul works with your company to identify what you need from a solution and which devices can meet those needs.

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It all comes down to understanding what's important to our customers,” said Preczewski. “We vet vendor devices and make suggestions for new features based on our customers' requests. We then work with those providers or seek out new ones that meet the specific use case or requirements we are looking to support.





A deeper dive into Overhaul's process

If you decide to work with your own device, Overhaul can easily help you integrate our solution. If you choose to go with our recommendation, the process is likewise simple.

Overhaul can employ various methods for IoT procurement. Generally, we will procure the devices after they have been passed through our IoT testing and onboarding processes. This involves testing functional device operations against product technical specifications to confirm that the IoT sensor will work as designed in the field. Our processes include bench and field testing, and if the device works as expected, it will be onboarded into the Overhaul IoT fleet. Failed testing will result in feedback to the hardware vendor for requested performance improvement.

In certain cases, a customer may already own a fleet of devices or have a direct relationship with a hardware vendor. If that is the case, a data sharing agreement is signed between all parties and device data can then be pointed to the Overhaul platform.

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Overhaul uses large volumes of IoT sensors and generally can acquire hardware for less cost than if a customer procured devices directly,” said Heikkinen. “Additionally, if Overhaul is responsible for sourcing hardware, it will eliminate our customer from having any contractual agreements between themselves and the device vendor. Resources would not be required for managing the vendor, placing orders, device RMAs, warranty, returns, etc.

In other words, Overhaul doesn't just deliver an effective solution – the delivery itself is also effective. Through our testing and swift procurement, we get you better solutions in less time.





Combining an unmatched SaaS solution with a device agnostic, consultative approach

A visibility and risk SaaS solution is only as good as the tech supporting it. If that tech cannot fully utilize software features, it's the same as not having them. Similarly, a company must be aware of the features it needs so that it can then take steps to obtain them, and it should have access to multiple data sources in order to ensure said data is as accurate, timely, and holistic as possible. This is why Overhaul's device agnostic and consultative approach is a differentiator in the field.

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Other companies only offer and work with a single device,” said Preczewski “They’ll have to update that one device to cover other functionalities a customer might need. This takes time and can create friction, which will cause a company to lack essential visibility into their shipments.

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We’re choosing devices that we know will make our customers lives better,” said Heikkinen. “Whatever device you have, I’m going to make it work the best for your network.

99.9%

Average device performance achieved by a Fortune 50 company

18%

Increase in device tracking compliance in one quarter by Fortune 500 Pharmaceutical Company

13 days

Average time-to-value from onboarding to shipment monitoring





Using Overhaul's technology to avoid theft and loss

Along with helping to increase compliance and cut savings, Overhaul's device solutions help customers identify, avoid, and recover from theft. While most companies focus solely on providing visibility, Overhaul takes that visibility and turns it into action.

"Cargo crime is on the rise and criminals are becoming more strategic," said Preczewski. "Our goal is to stay ahead of criminal tactics and avoid a loss in the first place. We know where most crime is happening, so we're able to prevent it more. But criminals keep getting smarter, and we have to constantly stay ahead. Being device agnostic allows us to do so."

Overhaul's process also ensures that devices are always working as expected and providing the information your company needs. As Heikkinen said, "On my team, we have engineers whose job it is to find ways to break our technology. We want to find reasons to make it not work so that, if it stops working, we'll know why. That's also why we have an entire device approval process, which allows us to source the best devices without being responsible for millions of dollars in R&D. This means we can really focus on developing the software so it's compatible with devices and we can give the best visibility to our clients."

34%

YoY decreased net lost ratio of devices for a Global Enterprise

17%

Decrease in lost device fees across all lanes

\$300K

Cost savings associated with lost device fees reported by a Global Consumer Electronics Company





Overhaul's Overall Value

Your company deserves the best devices to fit your current and evolving needs. As a company grows, it might expand to other locations or use other modes of transportation. In this case, it will need devices that can function across multiple locations and modalities. Similarly, different products require different degrees and forms of visibility, and it's important that your devices can provide them.

Because Overhaul is device agnostic, it has the solutions you need, regardless of how or when those needs change. And thanks to our consultative approach, you can rest assured that your needs are properly identified.

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At the end of the day, we're going to use the device a customer is most comfortable with," said Preczewski, "and we're going to make sure that that device is doing all that it can for our customers. That doesn't just mean now, but also going forward. We're able to spend more time developing our platform and events and alerts than companies who have to spend a lot of time developing their devices and procuring components. And we not only excel at understanding these devices, but also understanding and supporting our customers.



Founded in 2016 and with offices around the world, Overhaul is the only device agnostic supply chain visibility and risk management software company. As the global leader in in-transit supply chain risk management, Overhaul transforms real-time visibility into risk management, compliance, and insurance solutions for its partners. Its software-based approach offers high configurability and efficient time-to-value to supply chain organizations without heavy tech. Overhaul is a trusted provider for Fortune 100 companies moving freight globally across industries, such as pharmaceutical and healthcare, technology, logistics, and food and beverage.

For more information, visit over-haul.com or request a demo.