



CASE STUDY

How Caliber Care + Transport spread across America



Caliber's mission

In late 2014 Caliber was ready to expand their NEMT operations across the country, but were hampered by an error prone, unscalable dispatch system.



Pantonium's solution

Pantonium's dispatching technology was used as part of a national growth strategy, and also as a tactical tool to reduce costs and aid day to day management.



The Results

After adopting the Pantonium system in January 2015, Caliber experienced rapid, sustained growth. It is poised to do the same in 2016.

"Pantonium is as powerful as it is flexible. It has allowed us to create a brand & internal culture focused on accuracy, reliability, and punctual service"

Ryan Henderson National Brand Development Manager, Caliber Care + Transport

Caliber 2015-2016 Growth

Causes of Growth:

Caliber is a national growth oriented company; with many locations spread across the country. Dispatching and routing many small locations is hard to do economically, and it is even harder to do in a reliable way. Pantonium provided Caliber a cloud based system that allowed a small team of dispatchers working in Nashville, to control all of Caliber's locations, in an efficient way.

Pantonium did not put new vehicles on the road or new locations on the map, but every time Caliber's management did grow their business, Pantonium made it easier for them to see and control their operations. The numbers, all generated from Pantonium system data, tell 2015's growth story below.

Scale

Speed

Efficiency

Operational Improvements between Jan 2015 - Jan 2016

465% Increase in rides

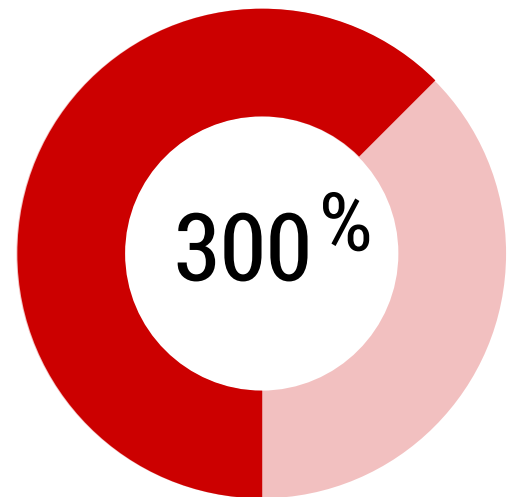
172 % Increase in trips per vehicle

50% More locations

34% Shortened ride time

46% Improvement in on-time

0% Increase in dispatchers



Vehicle Growth

30 Vehicles in Jan 2015

120 Vehicles in Jan 2016

How We Helped

The key features that Pantonium brought to Caliber are a **cloud based system** that removed geographic constraints from their national growth strategy, our **algorithm for optimization**, which helped reduce errors and kept Caliber's dispatching process manageable. Finally our **service specialists** not only trained and troubleshot, Pantonium also helped develop new features specifically for Caliber like web based customer ordering portals.

"Pantonium has allowed Caliber Care + Transport to expand very quickly and has allowed us the ability to have scalability and develop new solutions that were not needed initially."

Aaron Fee National Director of Operations, Caliber Care + Transport

Pantonium // Caliber in 2016

Caliber is on pace to grow to 360 vehicles this year and their management believes they could add even more vehicles and locations. The success of Caliber comes from their expansion strategy, and with any business strategy, using the proper tools is necessary. Pantonium enabled extreme growth for Caliber, and it can enable extreme growth for operators who are as savvy and ambitious as Caliber.

Contact us for a consultation:
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