

CASE STUDY

Legacy 3PL Accelerates Operations and Customer Satisfaction with Fleet Enable

Legacy 3PL, also known as Legacy Transportation & Warehouse, is a family founded logistics provider with a strong regional footprint across Alabama and the Southeast. With multiple facilities totaling 200,000 sq. ft. and a versatile fleet of vehicles, they deliver high quality transportation and warehousing solutions, including same-day service, final mile delivery, and TSA-compliant handling.

Their client list spans industries such as freight forwarding, automotive (Tier 1 & Tier 2), and packaging, supporting well-known names like UPS, Amcor, and SEKO Worldwide.

The Challenge: Outdated Systems Straining Operations

As Legacy's business grew, so did customer expectations. While they had long used software to manage LTL and tractor-trailer operations, the system lacked automation, real-time tracking, and the flexibility to meet modern customer demands.

Their primary struggles included:

- **Heavy Manual Workload:** Dispatchers fielded hundreds of calls daily due to limited shipment visibility.
- **Lack of Real-Time Tracking:** They had no way to provide automated updates to shippers and consignees.
- **Billing Delays:** Invoicing lagged due to manual processes.
- **Customer Experience Risk:** High-touch service was difficult to scale without automation.



Client Overview: Legacy 3PL

 **Founded:** 1999 (*spun off under the Legacy name in 2019*)

 **Headquarters:**
Alabama

 **Core Services:**
Transportation (LTL, TL, final mile),
Warehousing (storage, cross-docking, freight forwarding)

 **Service Area:** Alabama & Southeast U.S.

 **Industries Served:**
Freight forwarding, automotive, packaging, healthcare, industrial

 **Major Partners & Clients:** UPS, Forward Air, BASF, Nemak, Crown Packaging, Nissin



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The tipping point came when these inefficiencies began limiting growth opportunities and straining staff capacity. Legacy realized they needed a modern, customer-centric platform to keep pace with evolving expectations.

The Solution: Choosing Fleet Enable

Legacy was introduced to Fleet Enable through industry contacts and was immediately drawn to the platform's reputation and capabilities. A hands-on demo showcased a suite of features that aligned closely with their operational pain points.

“The automation features and modern technology were a no-brainer. We especially liked the ability to automate tracking for LTL shipments to final mile customers, shippers, and consignees.”

Fleet Enable stood out not only for its technology but also for its support first approach. During onboarding, Fleet Enable provided a test environment for early adoption, followed by onsite training in Birmingham and Huntsville. Their team remained onsite until all staff were confident using the system.

“Our dispatchers and drivers adapted quickly. Drivers within days, dispatch within a couple of weeks. Fleet Enable's responsiveness made the whole process seamless.”



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The Results: Improved Efficiency, Visibility, and Growth

Since implementing Fleet Enable, Legacy 3PL has experienced measurable gains across the board, including but not limited to:



Operational Efficiency

- Automated routing now allows dispatchers to make real-time changes with minimal manual input.
- Significant time saved on shipment tracking and communication.



Improved Billing & Cash Flow

- Same-day invoicing is now possible thanks to real-time billing features, dramatically improving cash flow.



Customer Experience

- Automated tracking and status reporting have become major selling points for new business.
- Fleet Enable's quick-turn customization has helped Legacy strengthen relationships with top-tier clients.



Communication Gains

- Real-time updates reduced call volume and improved communication between dispatch, drivers, and customers.



"Fleet Enable works directly with our dispatchers and makes changes within minutes when needed. That kind of support is invaluable."



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Looking Ahead: The Road to Continued Growth

Legacy 3PL is optimistic about the next phase of its partnership with Fleet Enable. Upcoming features and continued automation are expected to support both scalability and innovation.

“Customers expect you to adapt in this ever-evolving world. Don’t be stuck in your ways—for your customers’ sake. Once we went live with Fleet Enable, it was a great thing because it benefits all parties.”



Why Legacy 3PL Recommends Fleet Enable:

- ✓ Intuitive, modern platform
- ✓ Responsive and knowledgeable support
- ✓ Fast onboarding and team adoption
- ✓ Tangible improvements in operations and customer service

Conclusion

By partnering with Fleet Enable, Legacy 3PL has transformed outdated systems into a competitive advantage. With improved efficiency, faster billing, and automated customer updates, they’ve positioned themselves as a future-ready logistics partner in a rapidly evolving industry.



LEGACY
transportation • warehouse

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 **fleet enable**
The Most Advanced Final Mile Platform