Research: what criteria trucking execs use to select TMS software
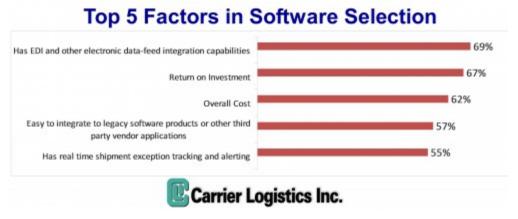
By Aaron Huff @AaronHuffCCJ on May 29, 2015

Top 5 Factors in Software Selection

Has EDI and other electronic data-feed integration capabilities	69%
Return on Investment	67%
Overall Cost	62%
Easy to integrate to legacy software products or other third party vendor applications	57%
Has real time shipment exception tracking and alerting	55%

Carrier Logistics Inc.

When choosing a new computer system, today's generation of trucking industry leaders want to work with a vendor that can customize the system and provide EDI (electronic data interchange) capability. Other requirements include accessible engineers, a top reputation, 24/7/365 support, and online help.

As for the system itself, they seek a high return on investment (ROI), affordable cost, easy integration with legacy software, real time tracking and tracing, and ease of programming.

These are among the results found in a recently-completed survey by Carrier Logistics Inc. (CLI) which incorporated responses from about 200 trucking industry executives.

"The results were significant," said Ken Weinberg, vice president and co-founder of CLI. "There once was a time when carriers looked for a developer of their software who knew which end of the trailer was backed into the dock and who had grease under his fingernails. Now, it is all about which applications the system will conduct and how well they will perform them."

Top 5 Factors in Vendor Selection

Will customize their software to my needs	69%
Easy to reach engineers directly to answer and fix issues	63%
Reputation	61%
Has a 24/7/365 support program	61%
Offers on-line help and support facilities	57%

Top 5 Factors in Vendor Selection

Carrier Logistics Inc.

The transportation industry has changed greatly over the last ten years," said Gary Snyder, CLI's business development manager, who conducted the study. "It is no surprise that the industry now chooses a transportation management computer system vendor rather than building in-house. They choose that vendor, and the system itself, in a completely different way than in the past."

Carrier Logistics Inc., based in Tarrytown, N.Y., is a transportation systems and engineering consulting firm and developer of freight management systems for the trucking industry and for multi-stop freight carriers and logistics companies in the U.S., Canada, Australia and the United Kingdom.