DispatchTrack

Case Study

IDI INSULATION DISTRIBUTORS INC.®

DispatchTrack customer since 2023

Driving Operational Excellence with a Modern Platform

IDI Distributors serves contractors nationwide with insulation materials, parts, and equipment from the most trusted brands. With a commitment to keeping jobs on schedule and customers satisfied, IDI knew it was time to modernize its delivery operation—and fast.

DispatchTrack empowered IDI to unify routing, digitize proof of service, and standardize all logistics processes across its 66 locations in just 2 months.

- ✅ Digital proof of delivery across all deliveries
- ✅ Real-time tracking and dispatch visibility
- ✅ Streamlined loading and returns
- ✅ Proactive customer communication



The Growth in Complexity Behind Every Delivery

IDI's Logistics Snapshot

66 Branches Nationwide

210 Trucks (Owned & 3PL)

750K proof of deliveries per year

As IDI scaled, manual planning and legacy processes created critical challenges:

- Manual planning and scheduling
- No unified visibility across sites
- Paper-based proof of delivery
- Inefficient customer updates and coordination

To keep pace with growth and improve service consistency, IDI needed a smarter, digitized delivery backbone.

Built for Growing Businesses

Why DispatchTrack

IDI Selected DispatchTrack for:

- ✅ Mobile app-based proof of delivery
- ✅ Chain of custody standardization
- ✅ Route optimization across all locations
- ✅ Automated communications and updates
- ✅ Actionable delivery insights and reports



Easy Implementation. Fast Rollout. Realized Value

Full rollout to 66 branches in just 2 months, driven by structured onboarding and clear change management

Minimal training burden thanks to an intuitive UI and role-specific workflows for drivers, dispatchers, and managers

Seamless integration with IDI's ERP, enabling real-time sync across dispatch, routing, and delivery workflows

High adoption and low disruption, with branches quickly embracing new tools and workflows

Unmatched Results

- ✅ 66 branches live in 2 months
- ✅ 750,000 paper slips eliminated
- ✅ Real-time visibility across the fleet
- ✅ Text/email updates before, during, and after delivery
- ✅ Unified workflow for pickups, deliveries, and returns

Leadership Quotes

"DispatchTrack had a solution that checked all the boxes. With all our locations on the same platform, we've standardized our process—and the rollout was so smooth, you almost didn't know we had done it."



Bryce Shively
Operational Excellence Manager, IDI Distributors