



HAULIO

Haulier Feature:

Thong Lee Container Service

Partnering Haulio since

May 2017

Rating of Haulio

7/10

ABOUT THONG LEE CONTAINER SERVICE PTE LTD

Established in in 1982, Thong Lee Container Service Pte Ltd owns a fleet size of over 35 prime movers and 239 trailers. Aside from being one of the pioneers of Haulio's job pool, Haulio has recently converted Thong Lee Container Service to the Haulio Connectivity System (HCS) to help them communicate and manage their fleet digitally.

Together, We Cargo Faster

Top 3 Things I Like about the Haulio Connectivity System (HCS)



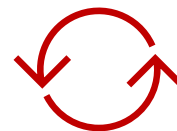
Reliable System

As compared to the previous system we used, we know that our messages to our drivers will definitely go through.



Easy Data Retrieval

I can easily retrieve my daily messages on Haulio's system. Tracking of where my drivers are is easier too using the installed GPS trackers, for me to confirm their locations.



Continual Product Enhancements

Haulio is also continually upgrading their systems with features that are useful for us.

EXPERIENCE WITH HAULIO

What do you do at Thong Lee Container Service, and how do you partner with Haulio?

I am Thomas, and I am the General Manager at Thong Lee Container Service Pte Ltd. I manage the overall operations of the company and oversee the daily business operations.

We started taking jobs from Haulio's job pool in 2018, where since then, we've been getting 3-4% more revenue through Haulio.

In January 2020, we converted to the **Haulio Connectivity System (HCS)** from our previous system.

How was the experience changing from your previous iPad system to HCS?

Compared to when we first starting using the previous iPad system, **Haulio's support and onboarding process was better**. Back then, my drivers had to attend a training in order to be certified to use it. This time, Haulio's team came down to educate my drivers, and were really helpful in ensuring that my drivers know how to use the app.

In the past, we had problems almost every day, where our messages to our drivers are always not going through. Since converting to Haulio, I have not heard of any issues so far, which is why I know that **Haulio's system is reliable and trustworthy**.

Furthermore, **the support from the Haulio team is excellent**. In the past, whenever there are issues with the previous system, we would have to self-serve to sort it out and support ourselves. However, with Haulio, they are always ready to render support should issues arise. No system is 100% error-free, but the support from the Haulio team is what sets them apart.

Overall, with the clear user interface, **my drivers prefer HCS compared to the previous system**. My operations staff also find that communication with drivers is now more efficient and clearer.

What other features do you like about HCS?

Data retrieval from Haulio's HCS is easy – I can easily keep track of the daily messages between my operations staff and the drivers as they are all recorded on the platform. Location data of my drivers for me to confirm where they are can also be done effortlessly.

Lastly, **Haulio is also continually improving their system with product enhancements** that make my staff's daily operations easier. They are also open to feedback and suggestions, which I appreciate.

Let's talk.

At Haulio, we place our partners at the heart of what we do.
Talk to us to find out more! *Together, We Cargo Faster.*

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