



HOW A LARGE NATIONAL CARRIER IMPROVED RECEIVING COORDINATION AND FRICTION WITH GLYMPSE

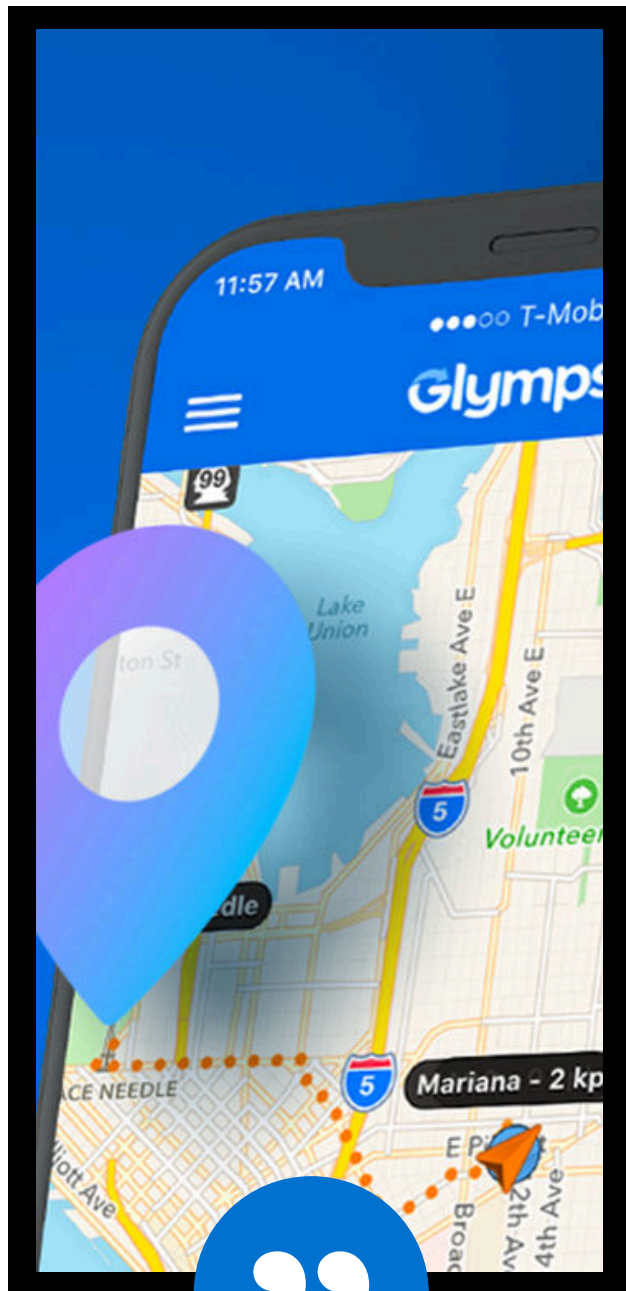
A large national carrier used Glympse to give receiving teams real-time visibility into inbound deliveries, helping reduce surprise arrivals, improve dock readiness, and create smoother handoffs across the supply chain.

OBJECTIVES

The customer wanted to improve how transportation teams and receiving locations coordinated around inbound deliveries. The goal was to make arrivals more visible before trucks reached the dock, reduce manual status checks, improve readiness at receiving locations, and lower dwell time caused by unplanned or clustered arrivals.

CHALLENGES

Like many large carriers, the customer had strong transportation data but limited visibility at the receiving point. Trucks often arrived earlier or later than expected, or in clusters, creating congestion and forcing dock teams to react instead of prepare. That led to avoidable driver wait time, excessive coordination, and too many “Where is it?” calls between teams.



“Glympse helped us close the gap between knowing a shipment was coming and actually being ready for it when it arrived.”

— Logistics Leader, Large National Carrier

SOLUTION

Glympse provided a real-time visibility layer that extended beyond dispatch and transportation teams to the people responsible for receiving the shipment. With live ETA awareness, map-based delivery visibility, and proactive updates, the customer was able to give receiving teams better notice of what was coming and when. Rather than replacing existing systems, Glympse added a shared operational view that improved coordination across the handoff between transportation and receiving.

WHY GLYMPSE?

Glympse helps companies create proactive, connected experiences across every mile of their operations by giving teams and stakeholders a shared, real-time view of what is in motion. In logistics environments, that means turning delivery visibility into better preparation, faster handoffs, and fewer operational surprises.

RESULTS

With Glympse, the carrier improved delivery coordination across its network. Receiving teams gained earlier awareness of approaching trucks, docks were better prepared for arrivals, and drivers spent less time waiting on-site. Internal teams also handled fewer manual check-ins and status calls because the right people had visibility at the right time. The result was a more predictable, connected receiving operation built around shared, real-time arrival awareness.



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