

Truck Country Expands With Automation

Industry
Dealerships

Company Locations
26 Locations

Year Established
1958

ERP
Excede

Annual Revenue
\$172 M

Overview

Truck Country, one of the largest full-service commercial truck and trailer dealership networks in the Midwest, provides vehicle sales, maintenance, repairs, and technical training. With a strong commitment to customer service, they've built a reputation for reliability and expertise. As industry demands grew, they recognized the need to modernize internal processes to enhance service efficiency, reduce costs, and maintain a competitive edge. Embracing automation, Truck Country positioned itself for growth, ensuring they could meet evolving customer needs while maintaining operational excellence.

The Challenge

Processing hundreds of thousands of parts orders, contracts, and service agreements annually, Truck Country faced inefficiencies due to paper-based workflows. Employees spent valuable time searching for documents and managing manual approvals, causing delays that impacted overall productivity. Additionally, the company incurred over \$25,000 annually in shipping costs, further straining resources. As business expanded, the limitations of their systems became apparent, causing bottlenecks and errors. To overcome this, Truck Country partnered with onPhase to automate document management and streamline accounts payable operations, ensuring smoother, scalable workflows.

Truck Country Saves \$25K Annually

The Solution

onPhase implemented a document management system, eliminating physical paperwork and enabling instant access to critical records. This transition improved document retrieval and collaboration across teams. Integration with Excede, their dealer management system, automated accounts payable tasks, including debit and credit memos and invoice approvals. Employees benefited from **reduced manual data entry**, while leadership gained **real-time workflow visibility**. The automation helped identify inefficiencies, improve response times, and optimize operations, ensuring a more effective operational structure.

The Results

Truck Country experienced significant operational improvements after implementing onPhase's solutions.

The company successfully expanded to four new locations without increasing its corporate headcount, demonstrating the scalability and efficiency of their automated processes. By **eliminating the \$25,000 in annual document shipping expenses**, they reduced unnecessary costs while improving overall profitability. With accelerated workflows and fewer delays, departments were able to operate more efficiently, and leadership gained critical visibility to quickly identify and address process bottlenecks. This transformation allowed Truck Country to support long-term growth while maintaining streamlined, cost-effective operations.



Results at a Glance



4 new locations opened without adding corporate staff



\$25K+ saved annually by eliminating document shipping costs



Thousands of documents digitized for instant, searchable access



“onPhase has supported our business by allowing us to grow without added stress on the corporate team. It allows us to take on more work without adding resources.”

Cameron Wolfe
Corporate Controller
Truck Country



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