

GETAC CASE STUDY

Driving Real-Time Visibility:

How Ward Transport & Logistics Modernized Dock Operations with Getac ZX10

OVERVIEW

Ward Transport & Logistics is a leading less-than-truckload (LTL) carrier serving the mid-Atlantic region, with more than 1,500 employees and 24 service centers. For over 90 years, the company has built its reputation on delivering freight on time, claim-free and at a competitive cost.

At the core of Ward's operations are fast-paced dock environments where freight is continuously unloaded, sorted, staged and reloaded for outbound delivery. Because these workflows are time-sensitive, the team relies on accurate, real-time data to optimize routing, minimize delays and meet evolving customer expectations for shipment visibility.

> **We're no longer waiting for machines to start up. That alone has made a noticeable difference.**
>
> **- Zack Stewart, Tech Optimization Manager at Ward Transport & Logistics**

CHALLENGE

Ward's warehouse operations had historically relied on paper-based workflows to manage freight intake, routing and tracking, limiting real-time visibility and undermining overall efficiency.

Although the company had already transitioned away from paper to vehicle-mounted computers, its legacy Windows-based systems introduced new and significant operational constraints. These devices required several minutes of boot time, which delayed the start of every shift and crippled productivity across the dock.

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Hardware reliability was also a persistent drain on resources. Worn ports, failing mounts and broken external components led to frequent maintenance and repair cycles, overwhelming their IT teams and forcing dock workers into periods of unproductive downtime.

In an environment where forklifts are essential to freight movement, any delay or device failure directly impacted throughput. Beyond equipment issues, Ward also faced a growing visibility gap; they required real-time, network-wide data to drive smarter dispatching, facilitate precise linehaul planning and meet the increasingly complex demands of its customers.

SOLUTION

Ward Transport modernized its dock operations by deploying the Getac ZX10 fully rugged Android tablet across forklift fleets at all 24 service centers.

Each forklift is now equipped with a ZX10 tablet integrated with barcode scanners and scale systems. The devices serve as the central interface for dock workers, enabling real-time scanning, weighing, tracking and routing of freight throughout the entire handling process—from unloading and staging to final outbound loading.

“When a truck arrives, it’s scanned immediately,” said Zack Stewart, tech optimization manager at Ward Trucking. “From that point on, every movement requires the device to capture weight data to ensure accuracy throughout the process.”

The transition to the ZX10 delivered immediate results and performance gains. Compared to the previous system, the new Getac Android-based tablets offer significantly faster startup times and improved responsiveness, eliminating the startup delays that used to



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While the ZX10 is primarily mounted to forklifts, Ward is already finding new ways to use the platform across the business. Because the units are easy to detach, supervisors now use the same fully rugged Android tablets to run custom applications as they move across the facility. This flexibility allows them to stay on top of yard management, equipment tracking and other critical day-to-day operations without being tethered to a vehicle.

A key factor in the success of the deployment was Getac's hands-on, consultative approach rather than a simple hardware delivery. Getac and its partners embedded themselves on-site, working directly with the Ward team to design and refine the solution from the ground up. This collaboration involved rigorous testing of mounting configurations across diverse forklift models and optimization of device placement to maximize driver visibility and safety.



BENEFITS

The deployment of the Getac ZX10 delivered immediate and measurable improvements across Ward's operations, beginning with a significant increase in speed and efficiency at the point of use. Faster boot times and improved device responsiveness eliminated startup delays, enabling dock workers to begin processing freight the moment they clock in.

"We're no longer waiting for machines to start up," said Stewart. "That alone has made a noticeable difference."

In addition to performance gains, Ward saw a marked improvement in hardware reliability. The ZX10 reduced the frequency of device failures and maintenance-related interruptions that had previously required ongoing IT support and troubleshooting. This shift allowed both IT operation teams and dock workers to focus more on core logistic activities rather than managing equipment issues.

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A major operational impact came from the introduction of real-time freight visibility. With every movement of freight now digitally scanned and recorded, Ward established a complete end-to-end chain of custody across its network. This level of traceability has strengthened accountability on the dock and improved performance management.

“We now have a breadcrumb trail of every piece of freight,” Mike Zupon, vice president of technology at Ward Transport & Logistics, explained. “It makes people more accountable and gives us the ability to coach and correct when needed.”

Beyond the dock, enhanced data visibility transforms decision-making across the broader logistics network. Real-time insight into inbound and outbound freight enables more efficient linehaul planning and precise routing, allowing Ward to meet the increasingly complex demands of its customers with greater agility.

Finally, the flexibility of the Android-based platform provides a new level of operational scalability. Internal teams can now custom applications rapidly, supporting new use cases such as equipment utilization tracking and yard management. This flexibility is reducing dependency on legacy systems and creating a foundation for continued digital expansion across the organization.



ABOUT GETAC

With over 30 years of experience, Getac is a recognized leader in global rugged device manufacturing. Since, 1989 Getac has been an Original Equipment Manufacturer (OEM) and consistently leads the industry in innovation, technology and design of rugged laptops and tablets. Getac’s primary goal is to offer a solution that streamlines productivity and withstands the rigors of the end user environment.

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