

# DISPATCH CASE STUDY

## United Rentals

United Rentals is a leading rental company specializing in construction and industrial equipment. Focusing on reliability and customer service, United Rentals has built a reputation as a trusted partner.

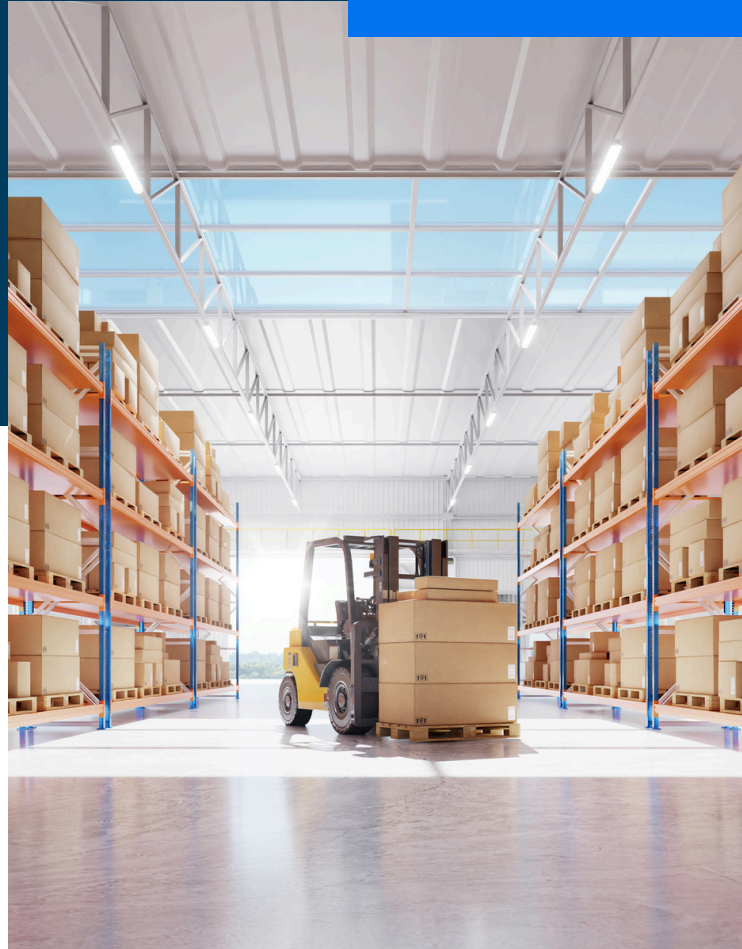
## Partnership with Dispatch

United Rentals has partnered with Dispatch for several years. Today, Dispatch supports 52 United Rentals locations nationwide, maintaining a remarkable 99% on-time delivery record and helping the company fulfill its mission of providing fast, dependable service.

Jennifer Schmidt, the Branch Manager at the St. Louis, MO location, shared that leveraging the partnership has streamlined delivery operations and enhanced customer service.

## Challenges Before Dispatch

Before partnering with Dispatch, the United Rentals' delivery process was functional but not optimized for smaller loads. Delivering small HVAC equipment often required using larger trucks, which was less cost-effective and more complicated to coordinate.



**Speed of deliveries  
and drivers are very  
nice and professional.**  
— **Jennifer Schmidt,**  
**Branch Manager**





## How Dispatch Made a Difference

With Dispatch, United Rentals has gained access to flexible delivery options that are both efficient and affordable. According to Jennifer, using sprinter vans instead of larger trucks has significantly improved operations by making small-load deliveries easier and cheaper.

### Key Benefits

- **Cost Efficiency:** Using sprinter vans has reduced delivery costs for smaller loads.
- **Improved Speed:** Dispatch has accelerated delivery times, ensuring customers receive equipment faster.
- **Professional Drivers:** Jennifer praised Dispatch Drivers for their professionalism and friendliness, which enhanced the overall customer experience.
- **Consistency:** United Rentals regularly uses sprinter vans and even has a preferred driver, which shows trust and reliability.

## Unexpected Wins

Jennifer highlighted her positive experience with Dispatch, stating: “Speed of deliveries and drivers are very nice and professional.”

This level of service has exceeded her expectations and added significant value to the partnership.

## Driving Success Together

For United Rentals, partnering with Dispatch has transformed the delivery of HVAC equipment. By combining cost-effective delivery methods with exceptional service, Dispatch has become integral to United Rentals’ ability to serve its customers quickly and efficiently.

