Case Study
Tow & Storage Operations Management Platform

ABOUT US

BlueArc Technologies is a leading provider of AI-driven business process automation, empowering organizations worldwide to achieve operational excellence.

We help businesses turn inefficiencies into growth opportunities, driving innovation through tailored, transparent automation solutions that deliver measurable results and sustainable impact.

CHALLENGE

The client, a private towing and storage network, struggled with manual processes causing delays, miscommunication, and poor visibility. Tow assignments lacked real-time tracking, storage operations were hard to monitor, invoicing was slow and error-prone, and there was no centralized platform to manage tows, driver performance, occupancy, and financial records efficiently.

COST OF NOT CHANGING

- Delayed response times and poor customer experience due to manual dispatching.
- Operational blind spots with no live tracking or centralized visibility.
- High error risk in storage and billing processes.
- Lost productivity and increased overhead from fragmented workflows.

SOLUTIONS

We built a comprehensive Tow & Storage Management Platform with web and mobile apps, enabling smart tow dispatch, real-time driver tracking, digital vehicle storage, automated invoicing, and live dashboards for operations and revenue—all integrated for seamless, end-to-end control.

OUTCOME

Automation delivered 50% faster tow assignments, full real-time visibility, and 30–40% quicker emergency responses. Manual storage tracking and invoice errors were eliminated, saving 2–3 hours per dispatcher daily and improving transparency across towing, storage, and finance.