



The Content Experts

# AGILE BUSINESS SERIES TANDET GROUP

# COLLABORATION IS THE FUEL DRIVING DIGITAL TRANSFORMATION



When Doug, a driver for Tandet Group, discovered a mouse in the cab of his truck on the fourth day of his haul, he immediately took a photo, uploaded it to the internal company SharePoint hub with the hashtag #mouseinmyhouse, and went about his day.

Little did Doug know, but that one little mouse would prove to be a catalyst for Corey Cox, Vice-President of Information Systems at Tandet and his vision for creating a more collaborative, connected and continually innovating environment. Employees across the Tandet Group, from the head office in Oakville, Ontario to the dispatch centre in Sarnia, to the other drivers along various North American routes quickly joined in on the conversation Doug and his mouse had started.

From that hashtag forward, Tandet Group mapped out a direct route for digital transformation that is quickly making them a driving force in the Canadian transportation industry.

**“For us, digital transformation means a brand-new way of networking with our customers, our vendors and our own employees. It has changed the way we think about doing business, it’s changed the way we do business, and it’s changed the way we’ve seen ourselves doing business.”**

– Corey Cox, Tandet Group

The trucking and logistics sector is a massive economic force in Canada, employing hundreds of thousands of workers. The Tandet Group, one of the largest diversified independent distribution companies in Ontario, is part of this fierce and competitive industry. “The inspiration for change at Tandet really came from looking out into other industries and seeing the kinds of changes that were happening there,” said Cox. “We recognized that we had the opportunity to get ahead of the curve. Our choice was simple – drive the change ourselves or be forced off the road by those coming up from behind.” Recently, Tandet has experienced tremendous growth, due in part to acquisitions and other strategic business maneuvers, but many agree that the technological transformation Corey Cox and his team have begun have been instrumental.

**“Tandet is a more collaborative environment. Not to use an overused phrase, but it has become an environment where people who work 2,000 kilometers apart feel like they’re right next door to one another. The experience of digital transformation for us is holistic. It’s been changing the way we even think about coming to work and going home every day. Where we work is now more loosely defined. People are at home, people are in one of our buildings, people are in hotel rooms, people are in California, people are in Montreal. At times the lines get blurred. And it’s been almost like a release, an escape from the kind of box that we were all forced into in our past.”**

– Corey Cox, Tandet Group

Cox points to the relationship they have with Dell EMC as a key enabler in moving the Tandet Group forward with their transformation. As their software vendor, Dell EMC is responsible for all Microsoft technology in the company and provides all consultation and deployment services for Tandet. In particular, Dell EMC was responsible for the Group’s latest installation of SharePoint 2016, the software marked by Cox as being one of the most pivotal in their transformation towards a more collaborative work environment.



**“I was dubious about the whole social aspect of SharePoint. I was looking at it in a very practical and technical way – as document storage and in terms of business value. But we decided to leave that part aside when Dell EMC first helped us deploy SharePoint 2013 and lead with the social aspect for the first three**

**months. All we did was ask people to create profiles, blog, share comments and start building hashtags. We very quickly realized that SharePoint is not only about document storage but also allows our decentralized company to connect, learn and grow together as a #team.”**

**– Corey Cox, Tandet Group**

Today, employees of Tandet Group are more engaged and connected thanks to SharePoint. It's easier for employees to find the information they need, connect to the people they need to talk to and share ideas about the ideas that are driving innovation for the company forward. SharePoint is the company's social media and collaboration platform, as well as their internal communication tool. It also acts as their document storage, provides the means to automate workflow, and has some of their ERP applications touching it. While many companies only use a fraction of the capabilities, Tandet Group take advantage of the full scope of services and benefits offered and therefore, fully realizes the possibilities.

Tandet Group is a rare Canadian example where a mid-size business is leading their industry in digital transformation, says Carolyn Rollins, Director, Dell EMC Commercial Marketing. “With IT as the backbone, Tandet has driven unprecedented velocity in transforming their IT and Workforce, and created a culture that facilitates collaboration and innovation for future growth.”

**“The next big step for us is the technology change that’s occurring in mobile systems. With Dell EMC’s help, our goal is to take our trucks and turn them into an extension of our offices on the road. With sensors, telematics, and the ability to put high powered computing in the cab of the vehicle, our drivers will become the ambassadors to our customers.” Cox, Tandet Group**

**– Corey Cox, Tandet Group**

With many of Tandet’s employees out on the road, future plans for Tandet involve bringing the same collaborative tools that have worked inside the offices out to the cabs of the trucks. “Things that we’ve seen internally with Skype for Business and SharePoint, even simple email, is going to be pushed right to the cab of the truck so the driver is connected to the very same community,” said Cox. “We want our drivers to have access to the same technology, to be able to communicate directly with customers and internal people, as if there were sitting at a desk in the office. Improving their quality of life, giving them better tools to communicate to loved ones at home. A lot of drivers are on the road for a long time, several days at a time, and it’s important for them to be able to connect regularly with their families and we can do that with technology.”

Not every company is going to have a literal #mouseinthehouse, but with collaborative tools like SharePoint, every company can create the environment that Corey Cox has enabled at Tandet Group. Cox and the rest of the Tandet team are passionate about what is down the road for their company and confident that with the help of their partners at Dell EMC, they have the fuel and momentum for the journey.