

Case Study

How Bluegrass Transport Streamlined Operations and Scaled to 60+ Trucks with PCS TMS

“PCS saves us time and frustration—everything just works better.”

JOANNA MCGARRH, ACCOUNTING LEADER AND CO-OWNER, BLUEGRASS TRANSPORT

About Bluegrass Transport

Bluegrass Transport is a third-generation family trucking company founded in 2006 by brothers Barry and Cary McGarrh. The company started with 15 trucks and has since grown to over 60—with six more on the way. Bluegrass has weathered economic challenges, including one of the worst trucking recessions in recent years, by prioritizing resilience and treating drivers like family. Their commitment to growth has allowed them to thrive when others in the industry are scaling back.

Challenges Before PCS

Bluegrass had relied on PCS TMS since 2011, leveraging the system to keep trucks rolling and streamline operations for over a decade. In 2023, they briefly transitioned to another software provider, hoping to explore additional options. However, the switch proved disastrous almost immediately:

- Tasks that took one click in PCS required 10 steps in the other software—impacting their ability to automate for growth.
- Essential reporting tools, like payroll and tax reports, were missing—making it harder to get control of their finances.
- The new system offered little technical support—leaving the Bluegrass team struggling to maintain efficiency and keep customers happy.

The team quickly realized the negative impact on their workflows and productivity. The team made the decision to return to PCS in order to regain control of their accounting, dispatching, and operational workflows, helping them prepare for future growth.

“By mid-May, we knew we were switching back. PCS was just the right fit all along.”

JOANNA MCGARRH



Fast Facts About Bluegrass Transport

- **Founded by:** Barry and Cary McGarrh
- **Founded in:** 2006
- **Industry:** Trucking and Logistics
- **Specialization:** Full-truckload transport
- **Fleet size:** 60+ trucks (6 more on the way)
- **Used PCS TMS since:** 2011
- **Uses PCS for:** Accounting and Dispatch



Joanna and Barry McGarrh

Photos courtesy of Bluegrass Transport.

PCS Implementation

The Bluegrass team describes returning to PCS as seamless. The PCS support team provided immediate assistance, even responding to urgent calls on weekends.

Joanna recalled one instance where a PCS representative answered her call on a Saturday and helped her resolve a critical issue.

“That level of support is rare, and it reminded me why PCS is so valuable.”

JOANNA MCGARRH

The Results

The results from PCS helped the Bluegrass team grow their business:

96 to 97%

on-time delivery (OTD) rate tracked and maintained with PCS.

6

dispatchers' workflows streamlined with PCS.

10 steps reduced to **1**

for common accounting and dispatch tasks compared to previous software.

6

new trucks added in 2024, growing the fleet to over **60**.

“

PCS meets 99% of our needs and continues to support our growth.”

JOANNA MCGARRH

Streamlined Accounting and Reporting

“Accounting is faster and more accurate with PCS. Everything we need is right there.”

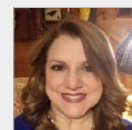
JOANNA MCGARRH

For Bluegrass Transport, staying on top of their finances was foundational to growing their business. PCS gave them the tools to simplify their processes, save time, and focus on what really matters—keeping their trucks rolling.

- ✓ **Simplified payroll and taxes** – When Bluegrass switched back to PCS, one of the first wins was how easily payroll and tax processing fit into their workflows. PCS automatically pulls data from dispatch, saving Joanna hours of manual entry and ensuring every report is accurate and compliant.
- ✓ **Tailored trucking reporting that saves time** – Bluegrass relies on PCS's customizable reports to stay on top of profitability and expenses. Joanna can quickly pull exactly what she needs, whether it's understanding operational costs or preparing for tax season.
- ✓ **Everything in one place** – With PCS, Bluegrass has real-time access to payment histories, invoices, and rate confirmations in a single system. This transparency has made it easier to manage cash flow and avoid delays.
- ✓ **Accurate invoicing—every time** – PCS's automated tools ensure invoices are sent out quickly and accurately. This means fewer errors, faster payments, and more confidence when managing the company's finances.

“

If the IRS comes knocking, they don't care what TMS you're using—they want accurate books. **PCS delivers that.**”



JOANNA MCGARRH,
BLUEGRASS TRANSPORT



Improved Dispatching

Joe, Barry and Joanna's son, runs dispatch at Bluegrass Transport. He's the one making sure everything runs smoothly day-to-day, from planning shipments to keeping drivers on track.

PCS simplifies dispatching for Bluegrass:

- ✓ **Centralized load planning** – The dispatch team can view all upcoming shipments, delivery dates, and driver assignments from a cloud-based login, helping them efficiently manage more freight with less hassle.
- ✓ **Automation with PCS Mobile App** – Drivers receive dispatch details directly on their phones and can quickly upload documents like bills of lading. This automation reduces manual work and keeps freight moving. More on-time deliveries? Happier customers.
- ✓ **Seamless integration** – Data flows seamlessly from dispatch to payroll and accounting, minimizing errors and saving time. This integration supports better financial tracking and streamlined operations.

“With PCS, our dispatchers can see everything in one place. It's easy to plan loads and assign drivers. Everyone is on the same page.”

JOE MCGARRH

Visibility into OTD Performance

With PCS, Bluegrass implemented a system that not only monitors delivery performance but also helps them keep customers happy by ensuring reliable and proactive communication.

- ✓ **On-time delivery rates** – PCS helped Bluegrass achieve a 97% OTD rate.
- ✓ **Root cause analysis** – When delays occur, PCS gives visibility to whether they are due to driver error, mechanical issues, dispatcher oversight, or other reasons.

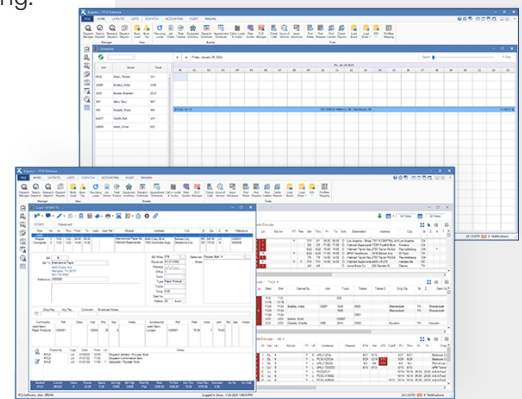
This visibility helps Bluegrass improve customer service and optimize operations.

“If we see delays caused by mechanical issues, we know we need to make changes in the shop.”

JOE MCGARRH

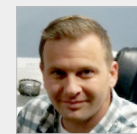
Resilience and Growth

While many trucking companies have downsized, Bluegrass has grown by investing in their fleet and people. Since December 2023, they've added 17 drivers and increased their fleet from 41 trucks to 60+, with six more trucks in production.



“

We track on-time deliveries through PCS, and we're hitting a **96-97% success rate.**”



JOE MCGARRH,
LEAD DISPATCHER
AND VICE PRESIDENT,
BLUEGRASS TRANSPORT

In Conclusion

Bluegrass Transport has built a reputation for resilience, trust, and family values over three generations. PCS TMS has been a key part of their success, providing the platform they need to streamline operations, improve efficiency, and grow their business.

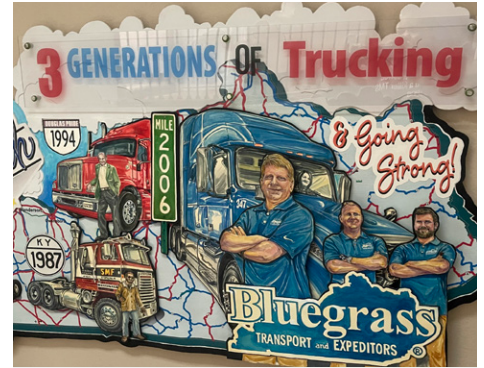
By helping Bluegrass **get control of their finances, keep trucks rolling, and keep customers happy**, PCS empowers them to thrive—even in tough market conditions.

From faster accounting processes to automated dispatching and a 97% on-time delivery rate, PCS enables Bluegrass to focus on what they do best: running a successful trucking company that treats its drivers and customers like family.

From faster accounting processes to automated dispatching and on-time delivery tracking, PCS helps Bluegrass focus on what they do best: running a successful trucking company that treats its drivers like family.

“PCS makes everything work better. It's reliable, simple, and perfect for our business.”

BARRY MCGARRH



Companies are going out of business—but we've taken the opposite approach. We're preparing for when trucking rates improve, so we'll be ready to grow even more.”



BARRY MCGARRH,
CO-OWNER AND PRESIDENT,
BLUEGRASS TRANSPORT



Ready to **transform** your
transportation operations with PCS?



Learn more at pcssoft.com/bluegrass or call our team at **1-800-474-8241**.

