

TCW

Solution Overview

Industry

TCW, ranked among the largest inter-modal operations in the United States wants to fully integrate the electronic movement of Freight Invoices, Motor Carrier Status Messages, and Inter-Modal Ramp Activity Reports to/from with their largest clients into their existing business systems. They want a solution that provides a seamless transition of clients from manual paper, fax or phone based document processing to electronic document processing.

Scenario

TCW wanted a business solution to reduce business processing costs between themselves and their largest clients. In addition they needed expertise in EDI implementation to help in crafting an appropriate business solution to fully integrate to their existing systems.

Company Profile

Ranked among the largest inter-modal operations in the country, TCW and its sister corporation, Tennessee Express, offer a network of transportation services with operations at 6 inland terminals and two port locations. They provide a full range of inter-modal services including drayage, container depot services, cross-dock facilities and provided bonded customs services.

Benefits

Quick cost effective implementation of integrated EDI to its largest clients provides significant transportation savings and improves client satisfaction.

About SoftCare

Founded in 1989 and headquartered in British Columbia, SoftCare EC Inc. develops e-business software. Our OpenEC® product suite allows companies to conduct business-to-business e-commerce. Our e-business software is open and scalable allowing for integration with existing and future technologies, lowering operating costs and streamlining the business process while delivering benefits to all electronic trading relationships

For more information about SoftCare, TradeLink EDI Management System and the SoftCare Solutions Group visit www.softcare.com, contact us at 1 – 888 – SOFTCARE or email us at sales@softcare.com



Tennessee Commercial Warehouse (TCW) ranked among the largest inter-modal operators in the United States since 1948, had to find an EDI system to send and receive business documents from its existing in-house developed system for tracking and billing for domestic and international transportation to/from its largest clients. After extensive searching TCW choose SoftCare's TradeLink Corporate EDI Management System to manage the EDI process.

TCW provides its clients based in the U.S. South-East with superior inter-modal services. In 1995, they were looking for ways to reduce transportation management costs in the highly competitive inter-modal services business and service their largest clients by implementing EDI. They wanted an EDI application that could integrate to their existing BBX based tracking and billing system, reduce their internal business processing costs and increase transportation and logistics processing efficiency. This is why they turned to SoftCare.

Choosing TradeLink EDI Management System

TCW chose SoftCare and its TradeLink EDI Management System because they liked their approach to combining, software, consulting and services to provide an all-encompassing solution to implementing EDI and that the product provided a close link between their in-house systems written in BBX. In addition, TradeLink's advanced features such as "partner" specific mapping allowed TCW to quickly integrate EDI Transportation documents to/from its internal Tracking and Billing systems.

Implementing an integrated solution for EDI

Once the decision to buy TradeLink was made, SoftCare and TCW worked together to build a fully integrated EDI business management solution, which sends Freight Invoices and Freight Invoices, and Inter-Modal Ramp Activity Reports (to update their clients on delivery dates and times) and Functional Acknowledgments to its clients while receiving and automatically processing Motor Carrier Status Messages and Functional Acknowledgments to/from its largest clients which represents 75% of their business.

The next step was to choose an EDI Value Added Network. As TradeLink supports all methods of communications (VAN, FTP, EDI over the Internet etc) the choice of which communications method was based on price and not dictated by the software choice.

Since implementation, TCW has worked closely with SoftCare to increase the adoption of EDI to their client base which has resulted in 75% of their business now flowing through the TradeLink EDI Management System. Chris Swanner, Director of IT at TCW, states "SoftCare's expertise in EDI implementations and their TradeLink EDI Management System has made them the ideal partner for the implementation of EDI for TCW.