



### Industry

- Transportation - Intermodal
- Trucking, Rail, Steamship

### Project Type

- Electronic document capture and indexing (scanned and faxed)
- Electronic storage and retrieval
- Network desktop faxing

### Project description

Western Ports Transportation, Inc. is a leading intermodal and drayage provider in the Pacific Northwest, ensuring safe and timely delivery of shipments between rail, trucking and steamship lines.

Western Ports manually handled a large volume of paper-based transactions every day, tracking the status of shipments from the pick-up to delivery. This process meant a lot of staff spent their days tracking the paperwork that is associated with every shipment.

Western Ports realized that they need to convert all of these hard copy documents into electronic files, including the ability to store incoming fax documents into their imaging system. This electronic paper work is linked with back office data, so that all documents and shipping information can be retrieved quickly.

### The TechLine Solution

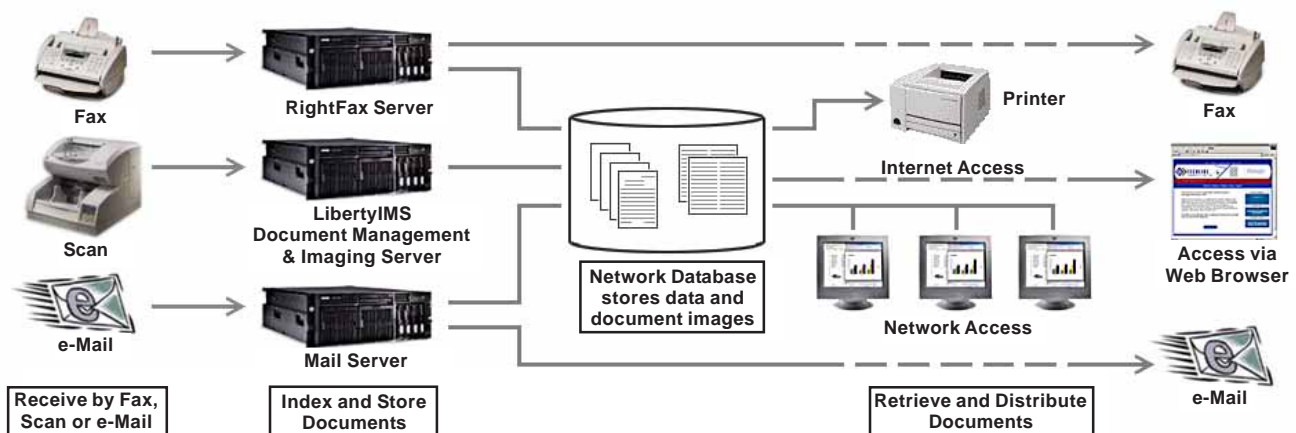
A **LibertyNET** electronic document management system integrates with a **RightFax** network faxing system, enabling the imaging system to receive and file shipping documents as they arrive.

When documents are received by the **LibertyNET** system, they are automatically indexed and filed, ready for retrieval and sharing. Customer service requests are handled faster, and shipment information is available 24/7, worldwide.

Transportation companies generate a steady stream of paper, ranging from bills of lading to delivery receipts. The trucking industry is demanding real time response for customer service, billing, and regulatory audits. With a **LibertyNET** electronic document management system, proof of delivery and other shipping and billing records are available at a moment's notice. Discrepancies can be tracked, customer service is responsive, and the billing cycle shortens.

### Customer Quote

Gary Casey, Western Ports' Information Systems Manager, comments, *"TechLine's implementation and support of the LibertyNET imaging system coupled with the RightFax network fax server has streamlined our record keeping by threefold...it also allows us to build on to this system to meet our future needs."*



The **LibertyNET** e-Document Management System, integrated with a **RightFax** fax server, receives & indexes images that can be easily retrieved or automatically distributed.