



A Mid-sized Regional Shipping Company

Background:

A regional shipping company located in Southeastern United States of America owns and operates



thirty semi-trailer trucks that transport goods throughout the southeast. Today with over \$15 Million in assets and with just about 50 employees, being able to do “more with less” is a constant challenge.

Problem:

Being a small business, acquiring and managing an expensive IT infrastructure are virtually impossible for them. They understood that if they continue to run their business as they did 5 years ago, they will not be able to compete in this fast paced world.

This shipping company was still using paper to run their business. All bill of ladings, reimbursement forms, and other pertinent documents had to be shipped to and from their truck drivers, which caused delays in payments from customers and to drivers, and sometimes even caused lost paperwork. The company needed to focus more on customer and employee satisfaction instead of spending all their efforts managing their paperwork.

Solution:

The shipping company partnered with a Cloud-based file storage service along with leveraging MS Technology’s eViewer HTML5-based viewer to not only manage their documents more efficiently but also to share documents with their drivers digitally. All documents received by the company by fax were directly uploaded to the Cloud. Papers received by mail could be scanned using MS Technology’s scanning module to scan files directly to the Cloud. Drivers will now be able to instantly get bill of ladings for all their receivables and deliveries, capture digital signatures from their customers, and also were also able to complete their forms quickly and easily. The files are instantly available for processing at their headquarters. With the eViewer being an HTML5-based viewer, drivers were able to use any mobile device, including tablets, to view the documents regardless of the file format and processers can use their desktops to view and annotate these documents.



Results:

The shipping company not only were able to cost effectively move from a paper-based operation to a digital one, but they were also able to reduce operating costs by 35%. They were also able to reduce the time of payment receipt from customers from an average of 85 days to 40 days, making it easier to make payments for expenses and payroll. With MS Technology's unparalleled customer service support, they experienced little downtime, and with any issues, received a response within hours of reporting it from a senior developer at MS Technology.



“We are amazed at the support we receive from MS Technology. Normally from our other vendors, it can take days to receive a response from a technical person and not hours.”

~ Bob K., VP of Operations

About MS Technology:

MS Technology is a privately held company founded in 1991 and headquartered in Charlotte, North Carolina. We have established relationships with many Fortune 500 companies including IBM, Microsoft, HP, Siemens, Motorola, NCR, Wells Fargo, GE, and Liberty Mutual, developing software for Document Management Solutions. We have become the global leader in digital imaging and document management solutions. MS Technology is the developer and publisher of MST Viewer, the award winning document and digital image viewer. IBM also embeds MS Technology's solutions into their enterprise content management solutions to provide a higher level of document rendering capabilities to their customers. To learn more about the eViewer and MS Technology's other solutions, please visit www.ms-technology.com or www.eviewer.net.