

Case Study

Implementation of electronic van management system

How a transport company achieved efficiency and optimized its returns by automating its operations



Business Challenge

The customer is the largest railroad services provider in North America, working with about 10 limo vendors and making about 850 to 1000 calls per day for van road trips. In addition to van vendors, there were about 190 dedicated yard vehicles in service. The customer's existing system made it difficult to keep track of the order status and order management. This added to increased, avoidable expenditure. The customer needed an effective van management system that could improve efficiency and reduce costs.

Mahindra Satyam Role

Mahindra Satyam developed a web-based system to automate operations for van management. The Web-based system included an order management module through which a van request order for crew could be placed. It also provided for online vendor communication and reminder along with generation of invoice information for billing. Mahindra Satyam's solution helped track the van trip status while displaying the trip information for each location in the route along with tracking of the trip time, mileage, total delay and waiting time.

Business Benefits

- Eliminated the phone calls for help
- Helped stakeholders monitor the status of orders 24x7
- Improved the operational efficiency by streamlining manual processes
- Generated invoices automatically
- Eliminated the need for third party invoice management
- Improved the process for optimized returns

For further information please write to rfi@mahindrasatyam.com