



## A Partner Solution for Transportation

### Automating the Container Invoicing Process with a Single Enterprise Content Management Platform

IBM **Information Management** software

# Document Access Systems (DAS) Container Billing

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## Partner Solution

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### ■ **Target Industry**

*Transportation*

### ■ **Business Applications**

*Invoice and documentation automation*

### ■ **Products**

*IBM FileNet Business*

*Process Manager*

*IBM FileNet Content Manager*

### **Business Challenge**

Container freight ports and transportation companies face a number of challenges with transactional invoicing and documentation. Because the production systems operated by ports and transportation companies are not designed to keep historical pricing information, the accurate recounting of transactional information can be very difficult to achieve.

Companies with disparate production and accounting systems must merge production information with invoices to provide the required documentation for invoiced transactions. A reliance on manual processing makes this a time-consuming, labor intensive and error-prone process.

With many customers requesting electronic delivery of invoices and backup documentation via e-mail, fax or drop box, the ability to provide this information digitally has become key to effective customer service. In cases where hard copies of invoices and backup documentation must be retrieved, first call resolution of customer service inquiries is difficult, if not impossible.

As such, container freight ports and transportation companies require a technology platform that provides the ability to merge invoices with backup documentation from disparate systems prior to customer delivery. This improves labor productivity and cash flow while protecting customer privacy. The solution must also enable customer service personnel to access information quickly and be able to respond to customer inquiries. This allows ports and transportation companies to meet additional customer demands for electronic invoices and backup documentation.

### **Solution**

Document Access Systems' Container Billing solution leverages the IBM Enterprise Content Management (ECM) suite of products to automate the invoicing process from creation to delivery and customer inquiry response. It provides an integrated framework for invoice management.

The solution features a simple, Web-based interface that provides users with easy access to the entire invoice process. Document Access Systems' Container Billing solution is responsive to process changes; integrates invoicing with records management,



**DOCUMENT ACCESS SYSTEMS**  
Enterprise Content Management

rather than as an add-on task; and can accommodate a wide variety of process participants across all transactions.



## Value Proposition

The Container Billing solution makes invoicing an integrated, automated process that results in improved information access, invoicing accuracy and increased first call resolution. The solution empowers container freight ports and transportation companies to satisfy customer and compliance requirements quickly, easily and cost effectively. Additionally, the solution helps reduce cycle times to improve cash flow and enable personnel to concentrate on more value added activities.

In transportation, shipping and port organizations, implementing an automated Container Billing solution can enable up to a 25 percent reduction in full time employees (FTEs). Organizations that have deployed the Container Billing solution have been able to reallocate as much as one FTE and as much as 1,000 square feet of file room space per 3,000 invoices monthly. Some organizations have also been able to improve their first call resolution of customer service inquiries by 50 percent or more.

## Company Description

Document Access Systems (DAS) is a nationally recognized, award-winning provider that has successfully implemented nearly 300 ECM solutions since 1991. Our approach is first and foremost client-driven, with an ongoing emphasis on providing our clients with quality products and services at a fair price. DAS is dedicated exclusively to the Enterprise Content Management marketplace and in empowering our clients to solve their individual business problems.

DAS has implemented solutions in a broad range of industries, including insurance, manufacturing/distribution, utilities, financial services, government, healthcare, retail and business services in a variety of solution areas.

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