# Heavy Industrial Solution Provider

## Business Challenge

Our client started to face major challenges trying to keep up with customer project documentation requirements. Their system was un-scalable, processed documents on a project-by-project basis, and had limited export abilities. Additionally, the system required a lot of manual entry.

## Solution

The Client had several goals in mind for the project:

1. Reduce time spent on documentation

2. Improve quality (compliance) of outbound load documentation

3. Provide a standardized (auditable) method for creating and recreating outbound packages

To address those challenges and meet our client's goals, we pre-built a configure-only solution that consisted of IBM Case Manager, our own Pyramid eXpeditor Agile eXporter, and integrations with Kofax. This dynamic solution had customized widgets for document indexing, QC review and document filing.

Our client immediately saw that the flexible and productive solution would reduce the full-time equivalent (FTE) of employees, and increase profits.

### Business Benefits

- Generate documentation packages faster with fewer people

- Improved customer service with added customer options

- Increased profitability margins from QC documentation fees

- Increased flexibility

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