



CLIENT SUCCESS

Increased Control Improves Freight Flow

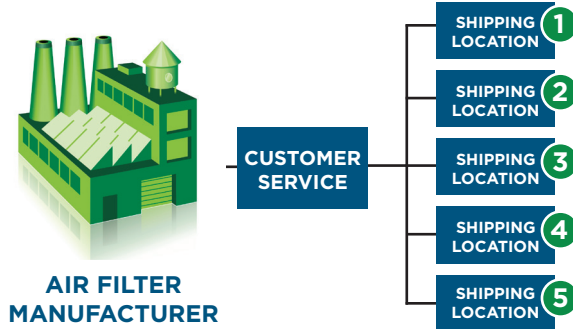
Air Filter Manufacturer Reduces Damage Claims

The Challenge

A national manufacturer of air filtration products was experiencing a high frequency of product damages across their transportation carrier network. The company was also bogged down with an ineffective approach to freight claims processing. Not only was the firm unable to adequately recoup claims-related expenses, but also lacked the ability to utilize business intelligence to identify claim trends on an enterprise-wide basis. At any given point, the manufacturer had six-month old freight claims coupled with thousands of dollars in loss. No visibility to root causes further complicated matters.

Strategy

At the outset of this new strategic partnership, Transportation Insight analyzed the manufacturer's previous claims filings and claims-handling process to determine the scope and nature of the problem. In addition, as Transportation Insight moved forward with a review of "preferred"



carriers and a carrier bid process, Transportation Insight worked closely with each potential carrier-partner to fully define the product characteristics, handling requirements and existing damage problems. Using Transportation Insight's industry expertise and methodical approach to carrier sourcing, the client was able to select high-quality transportation providers that were committed to substantial reductions in shipment damages. At the same time, Transportation Insight's logistics sourcing process was also able to bring these service improvements at a substantial reduction in the total transportation expense for the client.

After the client adopted all carrier recommendations and moved forward with the use of Insight TMS®, Transportation Insight's web-based transportation management solution, the client began using Transportation Insight's online claims management tool. This cloud-based technology allows the client to easily enter, track and report damage and loss claims on a 24/7, 365-day basis. Upon a claim's initial entry, Transportation Insight personnel assumed responsibility for resolution of each individual claim, both in time to closure, as well as the recovery of the monetary value associated with the claim. Perhaps even more importantly, Transportation Insight personnel delivered trend analysis and opportunity assessments to the client on a monthly basis through actionable business intelligence.

Value Summary Results

Transportation Insight can provide clients with service improvements as well as freight cost savings. In this case, Transportation Insight greatly improved all aspects of damage claims — reduced frequency, improved processing and initiated trend-spotting. This was accomplished by combining knowledge of the high-quality carriers with industry-leading freight claims processing technology.

Armed with greater visibility, control and business insight, the air filter manufacturer reduced their claims frequency by nearly 37% and associated monetary losses by almost 36%. In addition, the manufacturer has been empowered to recognize potentially negative claims trends within their network and implement sustainable, high-quality solutions to counteract and prevent these trends.

Value Summary

Cost Savings

\$ 29,186	Claims Expense Reduction
\$ 44,550	Labor Cost Reduction
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\$ 73,736	Financial Impact

Improved Percentages

36.7%	Claims Filing Reduction
73.3%	Claims Aging Reduction
83.2%	Claims Closure in 60 days

Increased efficiency in claims filing, claims processing and claims reporting.