PEGASUS
ENTERPRISE SYSTEM DEVELOPMENT & SUPPORT
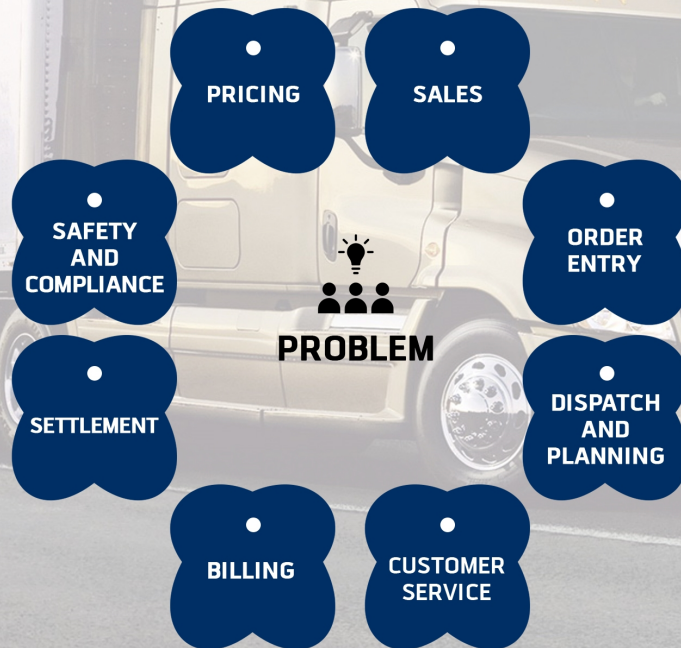
GUILFORDGROUP
business driven software solutions

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Fortune 500 Transportation Company needed support with a legacy system. In 2007, Guilford Group took over support, maintenance and forward development of the Pegasus application for Intermodal division. The application is a full service transportation management system, supporting the following functions of their business:

PRICING

SALES

SAFETY AND COMPLIANCE

ORDER ENTRY

PROBLEM

SETTLEMENT

DISPATCH AND PLANNING

BILLING

CUSTOMER SERVICE

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CLIENT

Guilford Group provides service to a Fortune 500 Railroad Company. This company is one of the leading transportation companies in the United States. With revenue of over $11 billion in 2012, it provides transportation services for goods of all kind by rail, intermodal containers and by truck. They are headquartered in Jacksonville, FL, and operate over 21,000 of track, 70 ports and nationwide transportation services.

This company's intermodal division provides rail-based intermodal service solutions across their network which covers the eastern United States and key interchanges with all major North American railroads to extend its market reach. They have 39 intermodal terminals throughout this region which serves 66% of the U.S. Population.

SOLUTION

The application is used 24/7/365 by an office staff of approximately 100 people, 2000 customers and 800 drivers. The solution includes a web-based portal where customers can request pricing, book loads, check load status and download paperwork. It also includes an Android application deployed to their fleet of 450 owner operators used to scan paperwork, collect signatures and provide dispatch updates. Finally, it also connects to 32 different

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VALUE

Guilford Group is responsible for making sure the system is running according to an established, industry-leading SLA. To ensure system uptime and performance, we use a monitoring solution that often enables us to fix system issues before our users ever notice. We also have our development staff share in on-call duties to ensure that problems are given the highest level of attention as soon as they arise. We also provide quarterly reporting of all issues, time to resolution and performance against SLA. This accountability and transparency equips us to work with our customer to provide continuous performance improvements.

As a part of our ongoing support we work closely with our business partners to ensure we understand their needs, challenges and ambitions. By understanding their business, we are able to build enhancements to the product and justify project cost through reliable and detailed ROI calculations.