



**QUICK QUOTE  
WEB APPLICATION**





## PROBLEM

The company first built and then extended the capabilities of a highly successful quoting engine and order entry system.



## CLIENT

Guilford Group provides service to a Fortune 500 Railroad Company with revenue of over \$12 billion. It provides transportation services for goods by rail, intermodal containers and by truck, operating over 21,000 miles of track, 70 ports and nationwide transportation services. The company's intermodal division provides rail-based intermodal service solutions across the network with 39 intermodal terminals throughout the eastern USA which serves 66% of the U.S. population.



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## SOLUTION

Additionally, we created a suite of web services to allow system-to-system communication with customers. These revolutionary web services allow external customers to integrate directly with the backend system — enabling customers to retrieve pricing, reserve quotes, submit orders and track loads without ever leaving their own system.

Retrieve quotes for Spot Market shipments

Submit tenders for those quotes

Track the status of the load through completion.

In the initial rollout, customers were able to

Store lane templates to dramatically shorten the time required for submitting tenders for common lanes

Allowing customers to book contract loads online

Provided custom reporting and report scheduling

In order to maximize customer usage of the system, several

new features were added

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## VALUE

These changes had a major impact both in terms of ease of doing business and automation of manual tasks.

Customers can get prices, book all types of loads, track order status and create and schedule self-serve tracking reports through a single application

Potentially, customers could do business with our client without ever sending an email or making a phone call. This significantly lessens the burden on the customer service function both for our client and their customers

Now that customers can submit orders on-line, the data is validated, our client is able to reduce the amount of time their staff spends handling order entry tasks.

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