



Contrans expedites billing process by two weeks

About Contrans Corp.

Contrans Corp. of Woodstock, Ontario, provides exemplary customer service with sites serving Canadian and U.S. markets. The company has grown through strategic acquisitions resulting in a broad, diversified business.

The challenge

Before implementing EBE's mobile capture solution, Contrans used an in-cab scanning solution. The service was unreliable due to software problems and data center failures that caused frustration among drivers. It disrupted the flow of information between the drivers and the Contrans dispatch center.



EBE's mobile capture has been a big win for us. We've reduced our monthly data charges as we optimize e-images BEFORE sending. The combination of reducing costs while not having to compromise image quality made EBE's app the clear choice.

Darren Levine,
Vice President,
Information Technology
Contrans Corp.

RESULTS



Expedited billing process by 2 weeks for long-haul situations



Improved driver satisfaction with upgraded document scanning process



Increased profitability by reducing data plan usage



Reduced potential fines at border due to more efficiencies in the load approval process

The solution

Contrans selected EBE's mobile capture, a mobile alternative to in-cab scanning. The reliability, imaging capabilities, and intuitive interface appealed to Contrans. Its ability to improve document indexing and driver satisfaction were significant factors when making their choice. Additionally, the application's integration with its dispatch and other legacy systems held great appeal for future improvements.

We've sped up billing by as much as two weeks for our long-haul loads, and our drivers are much happier with this new solution. Selecting EBE's mobile capture was one of the most manageable implementations we've ever done.

– Darren Levine

The future

The positive experience and driver acceptance of the EBE's mobile encouraged Contrans to evaluate EBE's other solutions such as its seamless software integration into dispatch and legacy systems designed to improve document indexing.