



Riverside reduces manual entries by 90%

About Riverside

Riverside Transport began with ten owner-operators and 20 trailers in 1993. Today, the company boasts a 400+ fleet of trucks. Based in Kansas City, Kansas, Riverside Transport moves a wide variety of freight throughout the U.S. and Canada. It continually strives to be a top employer while providing superior customer service.

The challenge

Riverside Transport used a third-party indexing service with hosting and imaging solutions. However, its inability to adapt to Riverside's rapidly changing business needs prevented the service to match the growing enterprise. Riverside sought a solution to integrate with their existing TMS – TMW Suite – while eliminating the manual processes and providing superior efficiency.

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By integrating a mobile app, we've eliminated truck-stop scanning, and now drivers submit paperwork immediately using their mobile phones.

Brian Hedge,
Director of IT
Riverside Transport

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RESULTS



Reduced manual entries by over 90%



Increased number of drivers processed by 50%



Reduced billing cycle by one day



Improved driver satisfaction due to faster settlements

The solution

Riverside Transport selected EBE's content management automated decision support solution with mobile capture because it integrated with the company's current software and provided a customizable system as they grew. Since implementing the solution, the automatic entry of paperwork has eliminated much of the manual processes managed by the back office. Staff can now focus on paperwork in the exception workflow, improving efficiencies and driving down costs.

With mobile capture, we've reduced our billing cycle by a full day. Partnering with EBE, a company that knows the industry, was essential to us.

– Brian Hedge

The future

Riverside Transport plans to implement EBE's accounts payable solution, which will consolidate their multiple imaging applications into a single product.