



THE **DIGITAL WORKFORCE**

P L A Y B O O K

Index

- 03 — About EBE
- 04 — The Tipping Point
- 05 — Industry Pressures
- 06 — Defining the Digital Workforce
- 07 — Overcoming Adoption Barriers
- 08 — The Cost of Inaction
- 09 — Starting the Journey
- 10 — Proven Outcomes
- 11 — Human-Centric Automation
- 12 — Your Digital Workforce Journey



About EBE Technologies

EBE Technologies is the leading provider of transportation-specific AI and Digital Workforce solutions, delivered through **BeyondAI™**. **BeyondAI™** is an advanced application layer that integrates seamlessly with your existing back-office, compliance, document imaging, and safety systems.

This methodology uses a Digital Workforce to process standard transactions, allowing humans to focus only on out-of-standard or advanced decisions. By automating routine processes, companies can reduce manual effort, increase operational accuracy, and make better decisions faster.



Through **BeyondAI™**, organizations can unlock the full value of their existing systems with minimal disruption to current operations. This modernization approach drives a compelling ROI by optimizing human capital, improving efficiency, and supporting smarter, faster decision-making—all while requiring fewer resources to achieve better results and focus on building long-lasting relationships.

Founded in 1973

30 years	Document Imaging & Workflow
25 years	OCR & Form Recognition
25+ years	Trucking & Logistics Solutions
Two core divisions	Driver Lifecycle and Financial Automation
650+ Clients	Throughout North America

A Turning Point in Transportation



The Tipping Point

Trucking and brokerage executives are facing a difficult balancing act: rising operating costs, shrinking margins, and relentless demands from shippers for flawless execution. At the same time, the labor pool is tightening, and staff expectations for remote or flexible work are limiting the options for back-office staffing.

This combination has created a tipping point. Just as robotics revolutionized manufacturing decades ago, a new kind of workforce is transforming the transportation industry today — a **Digital Workforce** that automates repetitive data tasks, works 24/7, and scales to meet demand without adding headcount.

Just as robotics transformed the factory floor, the Digital Workforce is transforming transportation back-offices.

This playbook outlines what the Digital Workforce is, why it matters to your business, and how leading carriers and brokers are already gaining measurable results.



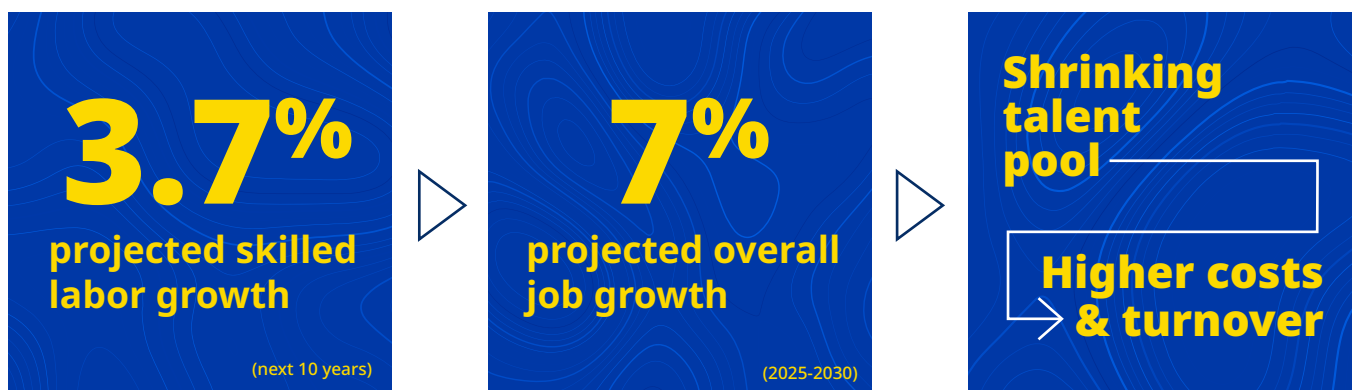
Why Pressure is Mounting Now

Industry Pressures

Margins in transportation have always been slim, but today's operating environment is more unforgiving than ever. Costs are climbing, litigation risks are expanding, and shippers are setting stricter scorecard requirements. Meanwhile, the Department of Labor projects the skilled labor pool will grow only 3.7% over the next decade, while overall job growth is expected to reach 7%. That means fewer qualified workers for back-office and compliance roles just as demands on accuracy and timeliness increase.



Remote work preferences add another layer of difficulty. Companies insisting on an 'in-office only' policy are narrowing their available talent pool, forcing remaining employees to take on heavier workloads. Without change, carriers and brokers will struggle to meet shipper expectations, risk losing accounts, and face higher turnover.



All data and statistics cited are sourced from the U.S. Bureau of Labor Statistics.

What the Digital Workforce Really Means

Defining the Digital Workforce

The term '**Digital Workforce**' is often misunderstood. It's not just document imaging or faster workflow routing; it's the combination of Artificial Intelligence (AI) and Robotic Process Automation (RPA) to perform end-to-end processes. The Digital Workforce is an application layer that integrates into your existing back office, compliance, and safety systems to allow companies to focus only on transactions that require a human to resolve. By implementing an application layer, value is added to your existing system's investment with minimal disruptions to your current operations. This approach to modernization provides a compelling ROI through better use of human capital and operational efficiencies.

Artificial Intelligence (AI)

The ability to learn and create data that previously required human intelligence.

Robotic Process Automation (RPA)

The ability to integrate data and perform tasks that once required a human, often referred to as 'bots.'

Digital Workforce

Combining AI and RPA to perform multiple tasks in a sequence, completing an entire business process end-to-end and alerting humans only when needed.

Document Imaging Workflow

Document Imaging is not a part of the Digital Workforce. Document imaging workflow increases the speed at which a digitized document is routed, realizing efficiency through routing speeds. This process still requires manual processing.

Instead of billing clerks keying invoice data into a TMS system, a Digital Worker can extract data, validate it against TMS data, and process the invoice in minutes. Humans only step in when something falls outside the rules.

Why Some Companies Hesitate

Overcoming Adoption Barriers

Transportation providers realize the greatest risk, given market conditions, is maintaining the status quo. That being said, the following are adoption barriers facing the industry.

Carriers face challenges in maintaining success in implementing automation, in which they have little expertise. Understanding the ROI on an investment and allocating needed tech capital may require an extended period of time.

Many transportation providers feel AI and the Digital Workforce will infringe on the human aspect of relationships with shippers, drivers, and partners.

Mid-market and smaller providers are less likely to implement a Digital Workforce, even though the solution will minimize the technology gap.



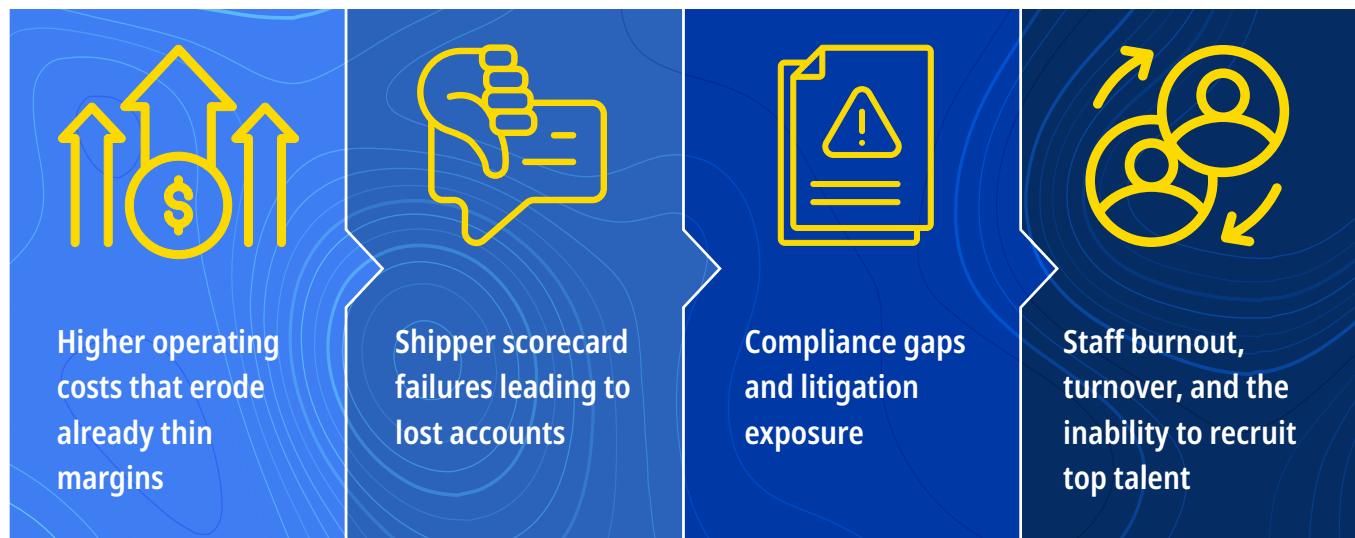
The transportation industry, as with other service industries, is one based on relationships. The human workforce is the key to providing the emotions, empathy, and gratitude needed to foster a positive relationship. The Digital Workforce will complement the human workforce by ensuring accuracy and timeliness of data, and will be proactive in alerting the human workforce when corrective action is required.

A combination of the Digital and Human Workforce will provide the ultimate combination of relationship building and maintaining, providing the company with a competitive advantage.

The Risks of Standing Still

The Cost of Inaction

Maintaining the status quo may feel safer, but it carries major risks for carriers and brokers. Without adopting Digital Workforce Automation, companies face:



In today's environment...

the greatest risk *is doing nothing.*

How to Begin with Confidence

Starting the Journey

Successful adoption follows a practical path. Start with the right partner — DIY automation is rarely effective in transportation. Focus on your people first, positioning automation as a way to eliminate tedious tasks. Target easy wins like data entry, then expand to end-to-end workflows once trust is built. Reinforce the message: Digital Workers don't replace people, they amplify them.



Remember the 'joys and fears of success.' As automation delivers, staff may worry about job security. Leaders must communicate that employees are valued for judgment, empathy, and relationships — skills bots cannot replicate.

Look beyond data entry: after early wins, identify processes with cross-platform redundancies. These often include billing, settlements, compliance, and driver qualification — areas where automation creates measurable ROI.

Results That Speak for Themselves

Proven Outcomes with EBE's Solutions



Preserved its 'work by exception' model, improving shipper scorecards and employee experience.



Automated more than 90% of invoice and settlement processes, reducing labor costs and boosting visibility.



Eliminated double-billing and gained clearer invoicing visibility for better decision-making.



Cut billing from 17 hours to 4 minutes, saving \$100K annually and reduced driver turnover by 30%.



Reduced collections staff hours by 81% while cutting past-due amounts by 41%.



Reduced manual entries by 90% while improving driver satisfaction.



EBE's RPA capabilities allow us to maintain exceptional scorecards with our clients and vastly improve the work experience with our team members.

Ned Kriegshauser, Hogan Transportation

Keeping People at the Center

Human-Centric Automation

Transportation has always been a relationship business. Shippers and drivers value empathy, responsiveness, and trust — qualities no bot can replace. The Digital Workforce supports (not competes with) people. By eliminating repetitive tasks, employees can spend more time strengthening relationships and solving higher-value problems.

Think of the driver shortage that has strained fleets for years. A similar challenge is now looming in the back office. Digital Workforce Automation helps bridge that gap — making each employee more productive, reducing burnout, and ensuring companies can meet rising demands without increasing headcount.



Conclusion & Next Steps

Your Digital Workforce Journey

Transportation is a relationship industry, and good people are at the heart of it. Businesses will have to compete to attract quality team members, making it essential to create roles that let humans focus on what they do best.

The Digital Workforce bridges labor gaps, reduces costs, and removes repetitive tasks, letting employees focus on their expertise and build stronger relationships with shippers, drivers, and partners.

The companies that act now will gain lower costs, faster billing, stronger compliance, and happier teams. Automation isn't about replacing people — it's about giving them the tools to focus on what truly matters.



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