

## SWIFT TRANSPORTATION COMPANY



### Streamlined content services and legacy data migration

North America's largest full truckload carrier Swift enjoys the benefits of ApplicationXtender and NOVO Mail to manage over 60 million documents. Fast access in real time for 2,500 users is easy, productivity and customer satisfaction have increased.

#### AT A GLANCE

- **INDUSTRY**

Transportation (22,000 drivers)

- **INITIAL SITUATION**

Swift's document repository was spread across five different archives and this inefficient system was wasting time and money, because of the large number and variety of documents involved.

- **TASK**

To simplify communication with Swift's 22,000 truck drivers, automate associated paper-based process and streamline the archiving and access of business-critical information.

- **SOLUTION:**

Replace all the archiving solutions with ApplicationXtender from OpenText and use NOVO Mail to manage the exchange of documentation.

- **RESULTS**

Swift has enjoyed all of the benefits of a comprehensive fixed content document management and imaging system. Drivers are paid on a timely basis, the costs associated with maintaining paper documents have either been eliminated or significantly reduced, and lost or misfiled documents are now a thing of the past. Sensitive information is secure and protected from unauthorized access. Employees with the proper access and password can easily and quickly retrieve any document from the desktop, no matter the application or document type. Documents can then be e-mailed or faxed with just a few mouse clicks. Productivity and customer satisfaction have increased through fast access to needed information in real time. Since the imaging system is browser-based, upgrades are easy because there's no need to roll out client software to hundreds of workstations. The CIO at Swift stated that they have probably saved over \$9M dollars during the partnership with MetaSource.

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### THE CHALLENGE

In 2004, Swift initially was only looking for a scanning solution for their Accounts Payable documents. So far there were five disparate imaging systems and according to both business users and IT staff none of them worked very well. They weren't robust enough to handle the volume and Swift found it difficult to e-mail or fax the images.



### THE APPLICATIONXTENDER SOLUTION

The initial services offering was a combination of Business Process Outsourcing and an Enterprise Content Management (ECM) system. The ECM solution OpenText ApplicationXtender (AX) was proposed and implemented by MetaSource to replace the five legacy systems. AX is a Windows/.NET-optimized solution that allows organizations to quickly automate paper-based processes and to securely archive and access electronically managed documents, files, reports, and other business-critical information. AX allows Swift to quickly create an "electronic file cabinet" for information, enabling the capture, organization, and delivery of fixed content images, documents, reports, and other business-critical information. AX is configured to support 2,500 corporate users and 22,000 drivers at Swift.

The new system - together with the Reports Manager - OpenText's ERMxTender (ERMx) program - was installed within a few weeks and MetaSource then began training over 400 users. Over 60 million images from the five legacy systems were converted from Optical Platter Jukeboxes over to AX. Since AX is browser based ECM, there was no client software to roll out, making installation and upgrades a snap. A key feature of the AX systems that was especially attractive to Swift is the ability to use existing Microsoft Windows authentication and passwords for rights to use the image applications. This eliminated the need for separate passwords. There are now over 30 departments or applications that MetaSource and Swift have image-enabled with AX.



### THE NOVO MAIL SOLUTION

inovoo's NOVO Mail solution has been deployed to manage the transmission of images from / to MetaSource Service Centers for processing. PDFs and TIFF image files first enter the Swift mailroom as attachments to emails, placed in any of four different email inboxes. The challenge faced by MetaSource was how to automatically retrieve these files and prepare them for the next stage of the business process, i.e. to be imported and indexed by AX.

NOVO Mail's powerful configuration options allowed an automated solution to be developed that concurrently monitors each mailbox and processes these files as they arrive, so that AX is able to subsequently upload and index them. The whole solution takes only a few seconds at most, thereby completely removing any processing delays that had previously been caused by less automated file-transfer routines.

### Import data and documents from all communication channels: scanned mail, email, social media ...



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### THE CUSTOMER

#### Swift Transportation Company ([www.swifttrans.com](http://www.swifttrans.com))

Swift Transportation Company originated and is based in Phoenix, Arizona, and is North America's largest full truckload carrier. Swift operates a tractor fleet of approximately 18,500 units driven by company and owner-operator drivers. The company operates more than 40 major terminals positioned near major freight centers and traffic lanes in the United States and Mexico.

Swift Transportation began operations in 1966 transporting imported steel. The founder Jerry Moyes grew the business with his father, brother and a partner to a \$25 million annual revenue in 1984. By 1990, Swift had grown to a \$125 million carrier with 800 trucks. Since 1988, Swift has acquired 13 different motor carriers. Today, Swift generates over \$4 billion in revenue and operates nearly 22,000 trucks. In 2017, Swift announced that it was merging with Knight Transportation, to be called Knight-Swift.

**MetaSource** is a technology driven provider of Business Process Outsourcing (BPO) / Business Process Management (BPM) services integrated with Enterprise Content Management (ECM) and workflow solutions and customer experience processes. MetaSource is employing over 1,100 employees worldwide. MetaSource is the largest distributor of OpenText ApplicationXtender (AX) in the world and a valuable partner of inovoo.



**inovoo** is a highly specialized partner in the fields of email management, scanning solutions, multichannel management (customer dialog, customer correspondence), process automation and mobile solutions. We provide products and solutions for our customers that cover the entire spectrum of input management, output management, and everything in between – and all from one source. We guarantee 100% integrated and effective solutions for all channels, including traditional mails and faxes, email and web services, and even mobile end devices. The result: nothing less than highly efficient automatic processing.

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