

## Case Study – Transport

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|-----------------------------------|---|
| Client name                       | South Eastern Freight Lines   |
| Type of business                  | South Eastern Freight Lines has been providing LTL freight delivery services across the South Eastern USA for over 50 years, operating from over 70 service centres in 13 states. Their drivers pick up more than 20,000 shipments per day, using an excellent and modern fleet of approximately 2,400 tractors and 7,000 trailers. They have been honored for service excellence with over 260 quality awards from customers and trade associations. |
| The business challenge they faced | The increasing use of technology within the organisation is essential to the business, and this infrastructure needs to be constantly supported. As well as the usual IT issues, freight drivers from all service centres use hand-held devices to keep track of their deliveries, and problems with these need to be dealt with in a centralised, efficient and controlled manner.   |
| The HelpLINE solution             | HelpLINE is used to support the IT infrastructure, both at the corporate headquarters and at the individual service centers. A central help-desk takes calls both from internal departments and the remote service centers, as well as recording details of hand-held devices which have been sent in with problems.  |
| HelpLINE functionality utilised   | <ul style="list-style-type: none"> <li>Incident management</li> <li>Notification</li> <li>Crystal Reports</li> <li>Customised screens</li> <li>Active Directory integration</li> <li>Customer survey</li> </ul>   |
| Key benefits                      | <p>HelpLINE enables us to log and track all of our support calls more efficiently.</p> <p>HelpLINE allows calls to be easily transferred to another support analyst when necessary</p>  |
| Comments                          | “HelpLINE has delivered improved performance in our IT support team. During a recent health check, BadgerNT gave us some very useful productivity tips for our help-desk. The web interface means that we no longer need to install on every client PC. If we did not have HelpLINE, there is no way we could keep track of the volume of incidents we enter each day. ”  |
| Name/function                     | Billy Reardon, Manager Computer Operations  |