

## TransWorks

### FAST FACTS

#### Company

TransWorks provides end-to-end transportation management solutions, as well as back office services, software development and process consulting to the transportation industry throughout North America.

#### Industry

Transportation and Logistics

#### Geography

US

#### Challenges

- Improve customer communication and response time
- Ensure reliable service and project requests
- Improve resource capacity tracking

#### Solution

- Borland® Tempo™

#### Results

- Efficient and accurate tracking of work progress
- Simple report generation of billable and non-billable time
- Improved change management and customer communication

#### COMPANY

TransWorks was formed from a group of Norfolk Southern Corporation direct subsidiaries. TransWorks' senior management is a team of seasoned truckload, intermodal and rail transportation executives. The firm provides end-to-end transportation management solutions, as well as back office services, software development and process consulting to the transportation industry throughout North America.

#### CHALLENGES

TransWorks fulfills a strategic IT function for an array of customers in the transportation industry. Due to the nature of Transwork's business, coordination and communication with customers, responsiveness and delivering reliably against expectations are top priorities. TransWorks needed a system where all service requests and project requests could be evaluated, work could be tracked and resource capacity could be managed.

#### SOLUTION

Borland Tempo was implemented with the help of Borland Consulting Services. Processes were modeled for receiving, prioritizing, approving, assigning and tracking customer service as well as project requests. The system was set up to allow time to be tracked against each work item managed in the system.

Project management at TransWorks is managed in Borland Tempo. Borland Tempo is used to ensure that all customer requests are handled in a timely manner. For more major enhancements and projects, Web-based project management features provide a quick way to report expectations.

Individual team members report actual time spent using Borland Tempo's on-line time sheets that are automatically generated based on work assignments. TransWorks customers are then presented reports on the amount and type of work performed, created from the information contained within Borland Tempo. This provides their customers with greater visibility on where past hours have been spent, and ultimately assists with the prioritization of future project requests.

#### RESULTS

With Borland Tempo, TransWorks management can track the progress of key work and can easily generate rollup reports of billable and non-billable time spent by customer or by internal organizations. Key customer contacts are also set up to receive change notifications so that all changes in planned deliverables are communicated reliably.