

REAL VISION - REAL STORIES

I Didn't Know RVI Could Do That?!

The Problem

Logistics is an on-time business. Clients expect their freight to be delivered in a timely and cost-effective manner with minimal discrepancies. **Logistics is an information business.** Lots of paperwork exchanges hands during a shipment. Drivers expect to be paid promptly, clients expect accurate billing, regulators demand proof of compliance, and everyone expects inquiries to be resolved quickly. **And Logistics is a technology business.** Levering solutions that help contain operating costs and facilitate rapid access to accurate information provides a competitive edge.

Keeping all relevant documents together for each shipment is critical. Handling too many documents results in too many delays, wastes too much space, and has too much impact on customer, vendor, and driver satisfaction. Wilson Logistics understood the value of digitizing their documents and automating manual tasks and implemented a paperless solution to minimize these problems...**or so they thought!**

About Wilson Logistics

Wilson Logistics is a family-owned company offering a diverse portfolio of logistical services customized to a client's needs. They take pride in their ability to be fast, effective, and flexible. Headquartered in Springfield (MO), Wilson Logistics was founded in 1980 and has grown rapidly through recent acquisitions of multiple providers. They operate a fleet of 1,200 trucks with 2,000 trailers supporting locations in MO, TX, and throughout the Pacific Northwest. They are a third-party logistics (3PL) provider with a wide range of services including Full Truckloads, Heavy Payloads, High Containers, warehousing, brokerage services, and yard management systems to monitor freight movement. Wilson Logistics was 1 of 20 carriers named on the Truckload Carriers Association 2021 Best Fleets to Drive For list - **they are in it for the long haul!**

Real Vision Imaging (RVI) - The Perfect Mulligan!

Wilson Logistics needed a **Paperless System Do-Over!** The prior solution was already in-place when the new leadership team arrived. That software did not integrate well with core applications, was very unstable, poorly supported, and every improvement request was bring-your-wallet time. The frequent outages were very disruptive to business. It was important to find a replacement system that ran on their IBM i server, integrated with TMW applications, provided rendition billing, included workflow, and had access options for remote workers (and drivers). Several of their peer companies used RVI and assured Wilson that it checked all the boxes. RVI was priced right, and nobody had a bad word to say about the product development and technical support teams. **RVI delivered the goods with truckloads of benefits.**



What we liked about RVI is they really listened to our needs and customized the software to what we asked for. That was HUGE!

*Georganna Myers,
Accounting/Billing Manager*

RVI has become like a light switch. We just expect it to work - every day, every time, and with absolutely no issues.

*Dan Brewer,
Director of IT*



REAL VISION - REAL STORIES

I Didn't Know RVI Could Do That?!

Wilson Logistics Takes Care of Business - RVI Handles the Paperwork!

Moving freight requires a smooth transition plan and so does changing your document imaging platform. Wilson's initial route to a paperless workplace was now being recalculated! While the road ahead to an RVI solution looked clear, there were some definite **milestones to meet** for the initial implementation:

1. A **conversion was required** to move from the existing system to RVI. A specialty conversion partner was used to convert the index data and migrate the images while RVI recreated the existing systems (file rooms), workflows, and interfaces with Wilson's core business applications (TMW Innovative).
2. **Multiple sources of document capture** had to be supported by RVI. Drivers could scan weight tickets, receipts, and other delivery documents using the Transflo services offered at most truck stops. Wilson Logistics had also launched a new mobile app for capture from Apple/Android devices. And the home office still needed scanners for incoming paperwork and a method to import their digital documents (such as emails, word processing, spreadsheets, and photos). RVI could handle the entire load.
3. **Rendition Billing is a must have** for any logistics company. Customers are very particular about the accuracy of invoices. If there's a line-item charge, you better have the supporting document as proof. Especially when it comes to claims and disputes. When invoices are generated during the billing run, RVI will gather the matching documents which has eliminated tedious searches and greatly improved billing accuracy. Wilson Logistics refers to this as **Touchless Billing** and, yes, it is a really big deal!
4. Wilson is also using **RVI Inbound Email Capture** which monitors incoming emails, removes the attached delivery documents, and routes them for indexing. With the previous solution, the attachments were printed, scanned, and uploaded which is no longer required. Wilson also co-developed a program with Transflo for drivers to enter key fields (order#, truck#, driver code) when sending paperwork from truck stops or a mobile app. Program calls use this data to auto-populate additional RVI index values. This removed 65% to 75% of the indexing burden from their employees (which used to require 2 people).

RVI - Helping Customers Go Paperless for Thirty Years!

Every Paperless Journey is a unique story that typically starts with a simple concept that becomes more sophisticated over time. The mobile signature capture program is a perfect example of working with our customers to leverage the true power of a document imaging solution.

RVI is offered as a native IBM i or Windows system or as a hosted cloud solution. RVI offers comprehensive features for your most advanced needs along with cost-effective pricing for the best value you will find. With RVI, it's never complicated or expensive and our installers will bring your Paperless Journey to life.

"We designed RVI to transform your business and make your life better. We continue to develop RVI for the future. If you can dream it, we can build it! RVI just works...put us to the test!"



Monty Chicola, President
Real Vision Software, Inc.

- *Thirty years of Product Excellence*
- *IBM i, Windows or Cloud options*
- *OneLook user interface (browser)*
- *No charge mobile apps are included*
- *Pay one price for unlimited users*
- *No add-on modules or user charges*
- *Annual support includes updates*

Call our specialists to discuss your project or schedule an RVI demo.

318-449-4579 rvoffice@realvisionsoftware.com