DECISIONS™

TRANSPORTATION | 80% AUTOMATION OF ALL MANUAL PROCESSES | 60% SAVINGS ON OPERATIONAL COSTS | 2X INCREASE IN PROCESSING SPEED

ABOUT THE CLIENT

Remprex specializes in the nationwide operation, engineering, and support of intermodal terminals and ports. Their intermodal logistics and transportation solutions are custom built for individual operation needs. By using technology-enabled operations, Remprex optimizes their customers' processes from end-to-end, ensuring the highest level of efficiency and safety across the transportation industry.

REMPREX REVOLUTIONIZES THE TRANSPORTATION INDUSTRY WITH DECISIONS AUTOMATION TECHNOLOGY

BUSINESS CHALLENGE

Remprex is in the business of operational efficiency, serving all North American Class I railroads and 5 ports. They operate more than 120 loading sites and annually process more than 200,000 lifts and 13.5 million gate transactions. Their older, antiquated architecture was difficult to navigate and expensive to manage. Small changes consumed hours of developer time and delayed tight schedules. Remprex's director of software development, Chris Anderson, was tasked with finding a solution.

Processing over hundreds of thousands of transactions is no small feat, and Chris knew it was time to develop and deliver a product that prioritized flexibility and processing speed above all else. It was determined that a business process automation (BPA) tool would empower Remprex to:

- Streamline processes
- Simplify process edits
- Roll-out solutions within a day

They just had to find the right tool for the job.

APPROACH & DISCOVERY

Some of the largest platforms touted expensive pricing models for products that required fully equipped developer teams to maintain. Conversely, single product rules engines offered no flexibility and zero front-end support. Remprex was prepared to compromise by losing valuable features for an affordable price tag, until they were connected with a team lead from Decisions.

Decisions business rules engine and workflow manager are packaged together, letting Remprex scale processes of any size or complexity without sacrificing feature capabilites. Even better, the no-code, drag and drop environment would allow Remprex to edit any of their workflows without hours of extensive coding. Decisions stood out as a multi-purpose product, equipped with an accessible professional services team committed to Remprex's success.

IIMPLEMENTATION

Remprex was onboarded and trained by the Decisions professional services team at their four-day, in-person, Decisions Days training event. Remprex continued to collaborate with professional services to finalize the build and launch of their first automated gate system.

Remprex has purposed every feature Decisions offers to create the most customized, customer-focused product available in the transportation industry. The rules engine and workflow manager have automated 80% of Remprex's transactions, doubling their processing speed and freeing their agents' time to attend to customers that require 1:1 assistance.

"I think we might be the customer who has put Decisions through the greatest tests. We exercise the platform in every way we can, and it's always performed and gone beyond our expectations!" CHRIS ANDERSON

A key component to Remprex's success is their ability to integrate simultaneously with hardware, third-party software, and multiple databases. Decisions' tremendous integration capabilities continue to score major successes for Remprex and their customers.

RESULTS
Remprex finds automation opportunities to test every capability that Decisions offers, continuously improving their products, customer experience, and employee satisfaction.

Automated Gate Solutions – Remprex's automated gate systems utilize high-resolution imagery, machine learning, optical character recognition, and transaction data to verify vehicle IDs, drivers, damaged equipment, and unit markings upon arrival at their distribution centers. Remprex reported that since implementing Decisions, it takes a truck an average of 12 seconds to be identified, verified, and granted approved entry into facilities. This has nearly quadrupled the verification speed, in comparison to the 55 seconds it took their legacy system to verify and approve gate entry.

Since automating the identification, inspection, and verification processes, Remprex has saved over 60% on operational costs, while simultaneously enhancing the safety, security, and efficiency of their gate operations.

Rail Inspection Portal – Remprex also uses Decisions to automate their railway inspection portals. The portals serve as a verification system for intermodal containers, trailers, and railcars. The system integrates with multiple operating systems, including multi-point license plate readers and registry databases to automatically validate and verify railcars and drivers before they reach distribution gates. The process collectively saves hours of verification time, encourages faster freight delivery, and establishes nearly 100% validation accuracy.

The Road Ahead – Remprex's success with Decisions has encouraged their team to continue innovating new and revolutionary automation opportunities for the transportation industry.

Remprex will soon be focusing their automation efforts on integrating Decisions with IOT and GPS devices, designed to globally track refrigeration systems during the transportation process. The automated system will continue to promote transparency, safety, and efficiency within the transportation industry.

ABOUT DECISIONS

Decisions is leading the Automation Revolution. Decisions is one complete automation solution for Fortune 2000 financial services and healthcare companies. Customers use the Decisions Intelligent Process Automation (IPA) platform to write applications and build automations to fix customer experiences, modernize legacy applications, and automate anything and everything in their business. Visit Decisions.com to learn more about the Automation Revolution.

Contact us at decisions.com

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