



Exel Transportation Services is a leading

contract logistics, supply chain management, and freight management services company in the United States. Exel is a part of the Deutsche Post World Net group and is a sister company of DHL. With operations that directly or indirectly reach more than 75% of the world's companies, Exel offers substantial value for its customers through its ability to provide sector-focused logistics services and the flexibility to customize these services to meet specific customer needs.

CHALLENGE

In the late 1990s, Exel concluded that off-the-shelf ERP applications failed to address the complex accounting issues unique to its business. Exel, therefore, opted to create *Delta VII*, its own client-server ERP application. Although Exel would resolve its immediate accounting challenges with *Delta VII*, Exel understood that it had to address the rapidly growing volume of paper and other related content generated by the thousands of daily transactions managed by *Delta VII* and the rising headcount required to process this unstructured information.

SOLUTION

Exel turned to Torrential Data and its *Datahaven Windows Toolkit* to content-enable *Delta VII* and to the *Datahaven Connector for Taskmaster* to help automate the data entry process related to the tens of thousands of documents generated each month.

Using the *Datahaven Windows Toolkit*, *Delta VII* automates certain data entry processes with barcode recognition functionality. In addition, *Delta VII* leverages the *Datahaven Connector for Taskmaster* to apply advanced, rules-based business logic to recognize the "fingerprint" of every invoice whether received in paper form or electronically via email, fax, EDI, or FTP.

Once the integrated system recognizes the fingerprint of an existing vendor's invoice (or creates a fingerprint of a new vendor on-the-fly), the system further automates previously manual data entry tasks using advanced zonal OCR functionality that automatically extracts relevant data (e.g., invoice number, invoice date, invoice amount, etc.) from an invoice. If the automated recognition performed on a particular invoice does not meet a pre-determined level of accuracy, then the system automatically routes the invoice to a human operator to verify the data and, if necessary, correct it.

With the necessary indexing and other data entry tasks are completed, *Delta VII* users have direct, contextual access to perform a wide variety of workflow tasks on this content from any screen in *Delta VII* and can quickly view the content regardless of its file type.

For example, users can take advantage of the page-level manipulation capabilities of the *Datahaven Windows Toolkit* to add text and other annotations (e.g., security redactions of a particular area of a document containing sensitive information) to a document, approve invoices for payment, use manual or automated routing features to obtain additional approvals or clarifications, determine the workflow status of any content related to a transaction managed by *Delta VII* and find other important content by browsing the database-driven folder structure that automatically names and stores the content.

The fully integrated functionality of Exel's custom ERP application, the *Datahaven Windows Toolkit*, and the *Taskmaster* technologies has created a high volume, fully-integrated solution with advanced data capture functionality. The system has enabled Exel to reduce its administrative headcount and streamline its document cycle times to less than five days. Exel achieves this level of efficiency all-the-while processing – on a daily basis – more than 6,000 pages of invoices and backup documentation.

By content-enabling our custom ERP application with the Datahaven Toolkit and adding the Datahaven Connector for Taskmaster to our implementation, our ERP application processes over 250,000 documents every month with substantially less labor and an average document cycle time of less than five days.

--David Bailey, Controller, Exel Transportation (a subsidiary of DHL)