

# Visibility cuts costs

## The Customer Environment

As a global Logistics Service Provider, the client was looking for a solution to manage escalating demurrage costs and increased administration expenses.

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## The Challenge

A large global logistics service provider required a solution to manage large volumes of inbound containers from global origins. To further complicate the situation, access to rail terminals was reduced to one day and the cost of storage was going to quadruple. Reservations were so tight, that if not made in advance, there would be little chance of picking up containers within the free window. This resulted in increased costs for almost every unit imported.

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## The Solution

The client utilized Garner's software solution, which provided an automated web scraping tool that navigates port, rail and carrier web sites, and downloads current freight statuses to a database. It is estimated that 13,000 individual status events are automatically updated on a daily basis.

To make the solution even more powerful, a drayage company site board was added to allow local truckers to view what is coming so they can make necessary appointments in advance of the arrival.

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## The Results

Timing and efficiency were improved dramatically. All containers were picked up from the rail terminal within the 24 hour free time window.

In addition, the logistics service provider, who maintained a staff of six to eight people to create approximately 60 daily manual tracking reports for key clients, was able to automate the process. Currently, there are approximately 500 reports issued daily, without any manual input. These features have allowed the logistics service provider to keep operational costs down, to improve customer service and to increase service capacity.

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