



SUCCESS STORY: DRAYNOW

Carrier management
challenges, solved.



DRAYNOW

RESULTS ACHIEVED



4 days manual work
reduced per month

DrayNow is a logistics technology company specializing in connecting intermodal freight with qualified carriers. Founded in 2015, the company is headquartered at Conshohocken, Pennsylvania. As of 2024, DrayNow employs approximately 29 people. The company's estimated annual revenue is around \$4.3 million. DrayNow operates a digital marketplace that streamlines freight movement by leveraging automation and real-time tracking, efficiently managing a network of over 1,000 carriers.

DrayNow, a rapidly growing logistics company, faced significant challenges managing its expanding network of carriers. While they appreciated the scalability of NetSuite, their previous experience with a poorly implemented Sage Intacct system underscored the critical importance of a successful ERP implementation. As DrayNow's carrier network grew, they encountered specific pain points related to vendor information management, payment processing, and reporting. Tvarana's Vendor Portal solution proved to be the ideal answer, providing a scalable, secure, and efficient solution.

THE CHALLENGE

- DrayNow's primary challenges revolved around managing a large and growing network of carriers, with approximately 1,000 carriers, a number expected to increase. Their key pain points included:
- Vendor Information Management:
- DrayNow was responsible for manually entering and maintaining carrier banking information, posing a risk of errors and increasing administrative burden.
- They needed a secure method for carriers to directly input and update their banking details.
- Inactive Vendor Profiles:
- Numerous carrier profiles were created during the registration process, but many carriers never hauled a load, resulting in unnecessary storage of sensitive banking information.
- Weekly Carrier Statements:
- Generating and distributing weekly payment statements to carriers was a time-consuming manual process.
- NetSuite's out-of-the-box reporting features were inadequate, and custom reports lacked the necessary detail and consolidation.
- Carriers needed to see a breakdown of payments, not just a total amount.

THE SOLUTION

Tvarana's Vendor Portal solution addressed DrayNow's challenges by providing:

- Self-Service Carrier Portal:
 - Carriers gained access to a secure portal to directly input and update their information, including banking details and documentation.
 - This eliminated the need for DrayNow to manually manage sensitive data, significantly reducing administrative overhead and risk.
- Carrier Responsibility:
 - By empowering carriers to manage their own information, Tvarana's solution shifted responsibility for data accuracy to the carriers themselves.
- Streamlined Payment Processing:
 - The portal integrates seamlessly with NetSuite's payment processing module, ensuring accurate and efficient ACH payments.
- Enhanced Reporting:
 - The portal provides carriers with detailed payment statements, including a breakdown of charges, eliminating the need for manual statement generation and reducing carrier inquiries.
- Scalability:
 - The portal's scalable design allows DrayNow to efficiently manage its growing carrier network.



THE IMPACT

DrayNow experienced significant improvements after implementing Tvarana's Vendor Portal:

- Increased Efficiency:
 - The portal automated data entry and statement generation, saving approximately half a day to a day of manual work per week.
- Reduced Risk:
 - Shifting responsibility for data accuracy to carriers minimized the risk of errors and reduced DrayNow's liability.
- Improved Carrier Relations:
 - Providing carriers with a self-service portal and detailed payment statements enhanced transparency and improved carrier satisfaction.
- Scalability:
 - The portal's scalability enabled DrayNow to efficiently manage its growing carrier network.

Conclusion:

Tvarana's Vendor Portal solution provided DrayNow with a comprehensive solution to its carrier management challenges. By automating data entry, streamlining payment processing, and enhancing reporting, the portal significantly improved efficiency, reduced risk, and enhanced carrier relations. This case study highlights the importance of a successful ERP implementation and the value of tailored solutions that address specific business needs.



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