



THE CHALLENGE

InTek Freight & Logistics, headquartered in Plainfield, IN, is a leading North American LSP delivering exponentially better road and rail freight services. The company is planning growth and serves the intermodal market.

THE SOLUTION

MercuryGate's comprehensive TMS solution enables enterprise intermodal on a single platform, providing fast, easy access to capacity at competitive rates.

THE RESULTS

Using MercuryGate TMS for intermodal, InTek has achieved a competitive advantage in its market through the ability to quickly secure capacity at low rates. Their customers also find value in the automated updates made possible by InTek's use of MercuryGate technology.



Shelli Austin is the President of InTek Freight & Logistics, a leading North American transportation LSP delivering on the promise of being exponentially better on road and rail freight service by solving shippers' problems versus being just a rate provider.

THE VALUE OF TIME

When your business is in intermodal transportation, time is money. While that can be said of any business, your speed to provide quotes with solid rates and shipping services can make the difference between securing shipments or customers choosing your competitors because they are faster.

Offering a competitive rate is actually not a differentiating factor for a carrier or transportation service provider. However, knowing you've searched all the available rates, and then being able to provide the best option based on multiple factors – including relationships and experience – is what gives your customers confidence that you're delivering the best service possible.

Take door-to-door intermodal moves, for example. Without a transportation management system (TMS), you might have to reference four, five, or more separate platforms, find available rates and capacity, go back to those platforms

to tender and secure movements, and get back to your customer as soon as possible before they find another option. That process could take from 10 to 15 minutes per move! And if you were handling ramp-to-ramp moves as part of the process, you might also have make individual phone calls to dray carriers.

THE MERCURYGATE TMS SOLUTION

The MercuryGate TMS is a cloud-based system that enables real-time visibility and extensive options to find capacity and rates in a matter of minutes. Just as important, the process to scope and compare all service providers is accomplished on a single platform, bringing both enterprise intermodal and one-off solutions as desired.

With even intermodal shipments beginning to be measured by just-in-time standards, the MercuryGate TMS gives

intermodal shippers the ability to quickly make decisions, select optimal modes or combine modes to meet budgetary and service-related needs. And, in a competitive market, a robust TMS that brings fast access to capacity is critical to secure your customers' business.

REAPING THE BENEFITS

InTek Freight & Logistics has used the MercuryGate TMS since it started its business in 2006. It has held labor time to just five minutes per move, from gathering information about a move and requesting quotes to securing the move and sending reports to customers. The company has consistently kept labor costs down because of the TMS and, overall, has enjoyed 30% growth year-over-year.

One particular area of success for InTek Freight & Logistics has been helping to convert customers from truck to rail.

CASE STUDY



InTek Freight
& Logistics Inc
Technology Driven Road & Rail Solutions

"Other packages out there are clunky and traditional systems, still on a green screen. They are good with equipment management, but not good for visibility and quick, real-time changes on the fly. You can't get reports quick enough. They're not fast, reliable and they don't have the visibility that MercuryGate has with a cloud-based system. I don't know of another TMS that has the comprehensive intermodal capabilities and the connections with many door-to-door rail providers."

— Shelli Austin, President

"If they haven't used rail, they are shocked [at the speed of service] and send us questions like, 'It's already going to deliver?'" explains Shelli Austin, President. "We respond and ask if there is a problem; but no, they just thought it would take a long time on the rail. They are able to see great information on the shipment in the TMS. We would be taking a step backward to go with another package.

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ABOUT INTEK FREIGHT & LOGISTICS

The success of InTek comes from doing the hard stuff well for shippers' 20', 40' and 53' door-to-door intermodal, TL, LTL and full service Outbound and Inbound Transportation Management requirements.

InTek further separates itself through unmatched technology and operations.

From a technology perspective, InTek understands information is often more valuable than the freight itself, so if in the office or on the road, shippers have full access to their information at their fingertips through customized reports and web portals. The system architecture and capabilities give full service TM shippers easy 'what-if' modeling for better, future strategic decisions.

With InTek's history based as a premier door-to-door U.S., Canada and Mexico IMC, it gives InTek customers full access to experts in a mode that is a mystery to many shippers on how intermodal can be utilized for a strategic advantage.

To learn more, email
sales@mercurygate.com

ABOUT MERCURYGATE MercuryGate provides powerful transportation management solutions proven to be a competitive advantage for today's most successful shippers, 3PLs, freight forwarders, brokers, and carriers. Through the continued release of innovative, results-driven technology and a commitment to making customers successful, MercuryGate delivers exceptional value for TMS users through improved productivity and operational efficiency.



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