neuron esb

xerox

Success Story

PrePass system helps keep traffic flowing and enhances highway safety.

The Challenge

- Automate transaction volume.
- Provide better service to customers through operational efficiency.
- Automate key business processes and integrate essential back-office systems, including customer relationship management and financials to increase visibility and efficiency.
- Limit costs, and leverage existing developer resources and systems where possible.

The Solution

- Implement Neuron ESB, optimized for the Microsoft .NET platform.
- Automate manual tasks through web account signups and payments to enable growth and increase service for customers.
- Automate self-service web site serves as a front-end to a highly distributed service oriented architecture, reducing labor costs, providing capacity to handle a higher customer volume, and leveraging new and existing systems.

The Benefits

- Improved customer satisfaction as capacity to handle more customers has increased and processing time has decreased.
- 84% of new web-ordered accounts are now processed within 48 hours where processing once took 7-10 days.
- Integrating systems with Neuron ESB proved effective at reducing labor costs, and handling higher customer data volume, all while leveraging new and existing systems.
- Sped productivity by eliminating manual data entry processes.
- Preserved agility and flexibility to easily handle future business opportunities.

> ***"With key technology investments within the Microsoft .NET platform managing our mission critical transactions, we can focus on our core business and services while driving customer satisfaction and creating value-added services that secure our position as a leader within our industry."***
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> **– Cathi Chinn, Project Management Office and Technology Director**

"Online customer self service is no longer an enhancement, it's an expectation. The unexpected was our return on investment, not only in operational efficiency but through the realization of service oriented, connected systems and leveraging our legacy investments."

– Cathi Chinn, Project Management Office and Technology Director

Based in Connecticut, Xerox provides business process and IT outsourcing solutions to commercial and government clients. The company employs 140,000 people and supports client operations in 160 countries. Developed by Xerox on behalf of HELP Inc., PrePass is an intelligent transportation system that relies on information from 90 state sources, primarily Commercial Vehicle Information Exchange Window System data, which is tested using 60 business rules to ensure quality. The system electronically pre-screens transponder-equipped commercial vehicles at weigh stations, port-of-entry sites and agricultural interdiction facilities with an accuracy rate of 99.9 percent. Cleared vehicles proceed at highway speed, promoting greater shipping efficiency and improving highway safety. With 304 sites in 31 states, PrePass facilitates approximately 4.7 million transactions each month, or more than 90 percent of the nation's electronically precleared commercial vehicle traffic. By enrolling only the safest carriers, the PrePass service gives inspectors more time to focus on unsafe vehicles.

The Challenge

Xerox's system handles more than 90 percent of the nation's electronic pre-clearance of commercial vehicles. Xerox's Commercial Vehicle Operations Division provides a transponder-based system called PrePass that allows truckers to be instantly screened at weigh stations and other checkpoints throughout the United States. Professional commercial drivers whose vehicles are equipped with PrePass use an onboard transponder to communicate with a weigh station or check point's system, providing the driver's safety record and details about the vehicle's weight and size. Using a green or red light, the transponder alerts the truck driver whether to proceed or to pull in for further inspection. Xerox currently has 280 sites in 28 states facilitating approximately 4.7 million bypass transactions each month. By enrolling only the safest carriers, PrePass enhances highway safety and efficiency, freeing state weigh and inspection operators to concentrate on unsafe vehicles.

All customer service and interaction between Xerox and its customers was being handled by phone and by mail, resulting in a high volume of phone calls and in turn, labor costs. New customer accounts took at least a week to process. Xerox recognized that it would greatly reduce operating costs and increase efficiency by automating some of these processes, thus providing much better service to its customers

The Solution

Xerox envisioned a self-service web-based solution that provides potential customers with information about the PrePass System and makes it possible for them to apply online for PrePass Services, while allowing existing customers to maintain their accounts online.

The self-service solution required the integration of multiple systems to automate key business processes. The team integrated the Microsoft .NET based back-office systems including customer relationship management and financials, coupled with Neuron ESB to deliver on the PrePass vision.

The Benefits

With the implementation of the new PrePass.com website, Xerox has been able to greatly reduce the labor cost of answering incoming phone calls. In fact, today, most new PrePass customer enrollments are originating from the PrePass.com automated customer service system.

While the PrePass enrollment process once took 7-10 days, 84 percent of all web-based enrollment is now processed within 48 hours. The site has also created a much greater efficiency within Xerox's Commercial Vehicle Operations, allowing for the PrePass System to take on an even greater volume of customers. While Xerox already serves 90% of the nation's electronic pre-clearance of commercial vehicles, the volume of vehicles, and thus transponder transactions, is expected to increase dramatically over the coming decades. PrePass.com is ensuring that Xerox is ready to handle the additional volume of customers without any reduction in customer satisfaction.